

## Background

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Effective supervision is critical to the safety and wellbeing of children while they are being educated and cared for at early education and care services, including while on planned excursions. The requirements of effective supervision are detailed in the Education and Care National Regulations 2011 and the Guide to the National Quality Standard 2018. They address matters such as the number of educators, their qualifications and experience, their level of involvement with the children, regular checks of the physical environment and risk analysis, and the need for communication between team members.

## Policy statement

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This policy details how the Service ensures children are effectively supervised at all times.

## Strategies and practices

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- The design and layout of the Service, including the entrance, perimeter fence and gates, have been approved under the Building Code of Australia and meet all other regulatory requirements. They enable visual supervision of children at all times without compromising the children's dignity and rights.
- Educators conduct daily safety checks of the building, equipment and general environment, and take any corrective actions necessary, e.g. removing an unsafe item and/or informing the Nominated Supervisor of any matter requiring attention so that a risk assessment can be undertaken. Refer to the Services [Child Safe Environments Policy](#).
- All educators employed at the Service possess qualifications which meet or exceed the regulations e.g. academic, first aid, CPR, asthma and anaphylaxis, working with children check.
- Educator-to-child ratios comply with regulatory requirements at all times. Educators under 18 years of age are always supervised. Students and volunteers are never left alone or unsupervised with an individual child or group of children.
- Children are effectively supervised at all times. The supervision takes into account the number of children, their ages and abilities, the group composition and dynamics, the area of play, and the activity e.g. water play. Educators are actively involved in children's play so are able to anticipate hazardous situations and respond to children who become distressed for any reason. Educators inform other team members if they need to leave the area for any reason e.g. collect a resource, go to the bathroom. Educators' rest pauses are taken when it is safe to do so.
- Safety measures have been taken to ensure adequate supervision is maintained at all times. Supervision mirrors are installed in all indoor learning environments, as well as being strategically placed in outdoor environments to ensure supervision can be maintained in all locations.
- During staff meetings, educators discuss each other's experience, knowledge and skills, and the need to support one another to ensure that children are effectively supervised especially during shift changes. Additional educators are employed if the Nominated Supervisor deems it necessary for effective supervision.

- The Service has systems which ensure that all children are accounted for at all times. However, in the unlikely event that a child cannot be accounted for, the Nominated Supervisor is notified immediately. Refer to the Services [Delivery and Collection of Children Policy](#).
- Excursions and regular outings must be approved by Sunkids Management and conducted according to the Services [Excursion Policy](#). A detailed assessment, including a visit to the proposed site, is conducted and documented, and the result communicated to parents before seeking written parental permission. Only those children who have written permission are included in the excursion. Educator-to-child ratios are increased and include educators with current first aid and CPR qualifications, and asthma and anaphylaxis training.
- On arrival each day, parents are asked to communicate any information about their child that will assist the educators to ensure their child's wellbeing and to support consistency between the child's experiences at home and at the Service. For the same reasons, parents collecting their child are encouraged to speak with educators about their child's day.
- Every child in care in the Service is signed in on arrival and signed out on departure using an electronic kiosk. On arrival and departure, the accompanying adult must enter their details, enter the time and confirm the child's attendance. Educators check the electronic kiosk once the majority of children have arrived and sign in any children who are present but not signed in by the parent. The parent must confirm the attendance prior to signing in or out on future attendances.
- In the event of an emergency evacuation or lockdown, the room roll and electronic kiosk is used to ensure all children at the Service are accounted for. During an emergency evacuation Educators guiding children over the age of 2 years through the alternative evacuation route, are required to strategically position themselves to supervise children while evacuating to ensure no access can be gained to the Nerang River. During an evacuation using this route all employees not currently in ratio with children e.g. cook, cleaner etc. are required to assist the supervision and evacuation of children along this route. Refer to the Services [Evacuation and Lockdown Policy](#).
- A child is only released into the care of a parent or an authorised nominee listed in the enrolment form, or to an adult who has been given written authorisation by the parent or authorised nominee. Photo ID is necessary. In the event of an adult without photo ID seeking to collect a child, the Nominated Supervisor will contact the child's parents to confirm the person's identity e.g. by asking the parent who is collecting their child today, and asking them to describe the person. Educators have access to the details of all people authorised to collect children. These details are updated annually (12 months) or at any time a parent provides new information.
- A child is never released to anyone under the age of 18.
- Families need to provide the Service with a copy of any court orders, parenting orders and parenting plans relating to their child or to access to the child. These are kept on the child's file, and immediately accessible.
- All visitors are to complete the [Students, Volunteers and Visitors Sign-in Register](#). Details to be provided are the date, printed name, address and telephone number, brief reason for visiting, time in and time out, and to sign. Refer to the Services [Students, Volunteers and Visitors Policy](#).
- Sleeping children are supervised in accordance with the Services [Sleep and Rest Policy](#). Sleeping children are always within sight and hearing distance of an educator. The viewing window to the cot room is kept clear of obstruction. Educators enter the sleep room every 10 minutes to closely

check each sleeping infant's breathing and colour and initial the Sleep and Rest Register. Unwell children are checked more frequently.

- Educators follow the Services Nappy Change Procedure when changing nappies. Physical contact is always maintained when a child is on the change table. Refer to the Services Nappy Change and Toileting Policy.
- At the end of each day, educators check all cots/beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes. In the unlikely event of a child being mistakenly locked in the Service, the Regulatory Authority would be notified within 24 hours.

## **Additional safe practices for babies**

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- To be vigilant in regularly checking sleeping babies, and in recording the times babies were checked.
- To ensure students adhere to the Services policies concerning babies.

## **Responsibilities of parents**

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- To sign in using the electronic kiosk on arrival and departure.
- To ensure the name and contact details of the authorised nominee(s) listed in the enrolment are current.
- To provide the Service with a copy of any court orders, parenting orders and parenting plans relating to their child or to access to the child.

## **Procedures and forms**

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- Nappy Change Poster
- Sleep and Rest Register per Day
- Sunkids Sleep and Register per Child
- Students, Volunteers and Visitors Sign-in Sheet
- Supervision Guidelines
- Missing Child Procedure

## **Links to other policies**

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- Delivery and Collection of Children Policy
- Educator Professionalism and Ethics Policy
- Evacuation and Lockdown Policy
- Excursions and Incursions Policy
- Incident, Injury, Trauma and Illness Policy
- Interactions with Children Policy
- Nappy Change and Toileting Policy
- Child Safe Environments Policy
- Sleep and Rest Policy
- Staffing Policy
- Students, Volunteers and Visitors Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2018

Regs	83	Staff members and family day care educators not to be affected by drug or alcohol
	99	Children leaving the education and care service premises
	100	Risk assessment must be conducted before excursion
	101	Conduct of risk assessment for excursion
	102	Authorisation for excursions
	115	Premises designed to facilitate supervision
	120	Educators who are under 18 to be supervised
	158	Children's attendance records to be kept by approved provider
	168	Education and care service must have policies and procedures
	176	Time to notify certain information to Regulatory Authority

QA	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	3.1.2	Premises, furniture and equipment are safe, clean and well maintained
	4.2.1	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	4.2.2	Professional standards guide practice, interactions and relationships
	6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
	6.1.2	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing
	6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service

### Sources

- Education and Care Services National Regulations (latest consolidated version, accessed 24 June 2025)
- Guide to the National Quality Framework (NQF), ACECQA (accessed 24 June 2025)

### Further reading and useful websites

- Kidsafe Australia – <https://www.kidsafe.com.au/> (accessed 24 June 2025)
- ACECQA – Active Supervision: Ensuring Safety and Promoting Learning - <https://www.cecqa.gov.au/sites/default/files/2023-10/QA2-ActiveSupervision.pdf> (accessed 24 June 2025)
- ACECQA – National Quality Framework Resource Kit – <https://www.cecqa.gov.au/nqf/about> (accessed 24 June 2025)

## Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

## Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	6 February 2019	Kaylene Harper	Reviewed policy. Updated further reading to ensure current and relevant. Accessed sources and further reading/useful websites.	February 2020
3	3 February 2020	Kaylene Harper	Reviewed policy. Updated further reading to ensure current and relevant. Accessed sources and further reading/useful websites.	February 2021
4	14 October 2020	Kaylene Harper	Reviewed policy. Accessed sources and further reading/useful websites.	October 2021
5	10 September 2021	Kaylene Harper	Reviewed policy	September 2022
6	8 March 2022	Kaylene Harper	Reviewed policy. Amended to suit Sunkids Benowa requirements.	March 2023
7	26 March 2023	Tiffany Boeske	Reviewed policy Accessed sources	March 2024
8	1 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
9	24 June 2025	Gen Mahaki	Reviewed and updated references, sources and further reading.	June 2026