

# Supervision Policy

## Policy Statement

Y Canberra Region aims to provide the highest level of **Active and Effective Supervision** to promote the healthy growth and development of its participants. We acknowledge active and effective supervision as integral to creating environments that are safe and responsive. Y People are committed to the Safeguarding Children Policy to protect participants from any harm or hazard that may arise while participating in our programs and services.

## Objectives

- To provide active and effective supervision at all times.
- To plan and implement programs, services and environments supportive of active and effective supervision.
- To guide and support Y People to provide active and effective supervision practice and strategies.
- To reduce accidents, prevent injury, risk and harm to participants.
- To ensure staffing supports participants to engage in programs and services in a safe manner.
- To minimise the risk of a participant being unaccounted for within a service or program.
- To provide support guidelines in the event that a participant is accounted for in program or service.
- To outline the steps to follow if a participant is not collected from a program or service.

## Procedures

### Y People will...

- accept and maintain a duty of care for Y Canberra Region participants.
- implement and maintain any required regulated staff / participant ratios (Children's Services - CS).
- ensure premises designed or obtained facilitate active and effective supervision.
- where required develop and implement indoor and outdoor Supervision Plans.
- follow Workplace Health and Safety risk management procedures.
- regularly reflect on supervision strategies.
- ensure Y People under the age of 18 are supervised and not left alone.
- engage and supervise participants engaging in experiences and pro social behaviour.
- practise active and effective supervision by scanning the environment when engaging in conversation with parents / guardians, participants and visitors.
- position themselves in a way that allows for maximum visibility e.g. sight and sound supervision.
- acknowledge the need to increase supervision when implementing 'high risk experiences' by increasing the ratio of adults / participants.
- acknowledge and respond to any relevant cues and signals that indicate the need for supervision support.
- support and supervise routine times to bridge the gap between the familiar and unfamiliar.
- be available to support participant's expression, emotional resilience and pro social behaviours.
- recognise participant's feelings of distress, fear or discomfort and acknowledge this may require time to resolve and require further effective supervision support strategies.
- adjust supervision levels to consider the age, skills and dynamic of the participants in the group.
- provide equipment, furnishings and experiences that foster effective supervision whilst allowing participants to have privacy and independence

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- observe, engage and supervise participants during meal times
- ensure participants bathrooms are maintained in a way that enables active and effective supervision (in accordance with the Safeguarding Policies). Where facilities don't allow for direct supervision a procedure is required for participants to inform Y People (they may be provided with a toilet pass or asked to use toilets in pairs).
- have clear procedures for a participant who is unaccounted for so they are located as soon as possible, including completing a head count immediately and enact the Emergency Supervision Plan.
- be aware of the importance of communicating with each other about their location in the environment.
- implement consistent supervision strategies and refrain from performing other duties while being responsible for the supervision of participants
- conduct headcount every 30 minutes for before & after school care and regularly throughout the day for vacation care including at every routine change.
- use redirection to prevent inappropriate and unsafe behaviour.
- inform their teams of supervision requirements and any identified supervision risks.

#### Parents / Guardians will

- where required sign their participant in and out of the service on arrival and departure.
- ensure they have spoken to a Y Person to facilitate a smooth transition and exchange any information that may support their participant's daily experience.
- consider the safety of participants when arriving at the program / service e.g. Car park
- advise Y People of alternative emergency contacts / authorised nominees collecting participants.
- support Y People by updating the emergency contact / authorised nominees details as required.
- support Y People to keep participants safe by closing doors and gates behind them.
- collect participants from programs / services before the stated closing time.
- acknowledge that if they are not contactable, if all emergency contacts are exhausted and the participant is not collected Y People will inform the police of the missing participant and follow their instruction.

#### Runaway Participant

##### If a participant has "Runaway" from the group Y People will;

1. ensure a complete and comprehensive roll call is conducted to ensure participants are in attendance, accounted for or unaccounted for.
2. appoint a responsible Y Person (more than one if able) to conduct an immediate search of the indoor and outdoor facility. (for excursions if required search the local area).
3. group participants to reduce the staffing level and relocate to an area that allows for active and effective supervision.
4. seek assistance from the immediate environment and community to look for the missing participant e.g. teachers, other participants.
5. inform Nominated Supervisors / Management of the situation as soon as safely able.
6. if required conduct a wider search (take a mobile phone in order to report back any developments).
7. inform parents / guardians, explaining the implementation the facility and local area search which has resulted in not being able to locate their participant.
8. discuss with the parent / guardian any suggestions as to where the search could be directed e.g. a relative or friend's house nearby.
9. inform the police of the missing participant and follow their instruction, once all strategies are exhausted.
10. record the steps taken during the incident, including last known time and location the child was seen.
11. record and log a detailed incident report within 24 hours via SOLV
12. reflect, evaluate and review any supervision, arrival and departure procedures and strategies
13. where required after the incident, Y People are debriefed and offered counselling.
14. ensure any media correspondence is referred directly to the Y Canberra CEO

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## Definitions

**Active and Effective Supervision** - the continuous and active observation of participants and intervention to promote their wellbeing. Active supervision ensures participants are safe, that risks within the environment are minimised and that they are engaged in positive interactions and experiences, without over-protection or over-direction.

**Duty of Care** – to provide 'reasonable care' to protect participants from risks of harm that may be 'reasonably foreseeable' whilst they engaging in Y Canberra Region programs and services.

## Scope

The scope of this policy applies to all Y Canberra Region programs and services staff, participants, parents / guardians and management

## Monitoring, Evaluation and Review

This policy will be reviewed in 2023 or as required

## Roles and Responsibilities

Department/ Area	Role / Responsibility
<b>Nominated Supervisor / Manager</b>	<ul style="list-style-type: none"> <li>To ensure staff are informed and are compliant to the policy</li> <li>To discuss, develop and implement required risk assessments</li> <li>To discuss, develop and implement and required supervision plans</li> <li>To ensure the safe health and wellbeing of participants</li> <li>To comply with relevant laws and regulations regarding the protection of participants</li> <li>To abide by any required reporting time frames</li> <li>To monitor the provision of a safe environment</li> </ul>
<b>Y People</b>	<ul style="list-style-type: none"> <li>To practice active and effective supervision of participants</li> <li>To ensure environments are planned in a way that supports active and effective supervision</li> <li>To implement strategies and practices outlined in risk assessments</li> <li>To protect children from harms or hazards</li> <li>To ensure active and effective supervision is conducted during excursions / regular outings.</li> </ul>
<b>Parents / Guardians</b>	<ul style="list-style-type: none"> <li>To provide current and relevant details of any emergency contact / authorised nominee to collect participants</li> <li>Support Y People in protecting participants from harm and hazard</li> <li>Where required sign participants in and out of the program / service on arrival and departure</li> <li>To greet Y People on arrival and departure and exchange any information to support the participants wellbeing for the day.</li> </ul>

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## Supporting Documents (Policies / Procedures / Forms)

- Excursions / Incursion / Regular Outing Policy
- Arrival and Departure Policy
- Safeguarding Children and Young People Policy 2020
- Incident, Injury, and Illness Reporting procedures
- Critical Incident Policy
- Risk Assessments
  - Excursion / Incursion / Regular Outing (CS)
  - Risk Control Plan (CS)
  - Business Unit Risk Register
  - Supervision Plans / Indoor and Outdoor (CS)

## Standards / Legislation

My Time Our Place Framework

[https://www.acecqa.gov.au/sites/default/files/201805/my\\_time\\_our\\_place\\_framework\\_for\\_school\\_age\\_care\\_in\\_australia\\_0.pdf](https://www.acecqa.gov.au/sites/default/files/201805/my_time_our_place_framework_for_school_age_care_in_australia_0.pdf)

Early Years Learning Framework

[https://www.acecqa.gov.au/sites/default/files/201802/belonging\\_being\\_and\\_becoming\\_the\\_early\\_years\\_learning\\_framework\\_for\\_australia.pdf](https://www.acecqa.gov.au/sites/default/files/201802/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf)

Education and Care Services National Regulations 2011

<https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>

Education and Care Services National Law Act 2010

<https://www.legislation.vic.gov.au/in-force/acts/education-and-care-services-national-law-act-2010/013>

National Quality Framework Quality Area 2 Children's Health and Safety – Element 2.2.1 Supervision

<https://www.acecqa.gov.au/nqf/national-quality-standard>

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