



Bateau Bay OOSH Child Accountability Procedure

Purpose

This procedure ensures every child attending Bateau Bay OOSH is accounted for from arrival until handover to school or collection by an authorised person. It establishes consistent roll calls, head counts, educator positioning, communication and escalation requirements throughout Before School Care and After School Care.

Key responsibilities

Role	Responsibility
Responsible Person	Oversees attendance and supervision, remains informed of child numbers and locations, confirms roll discrepancies are resolved, communicates with the school office and activates the Missing Child Procedure when required.
All educators	Carry an operational walkie-talkie, know their assigned area and children, maintain active supervision, complete accurate rolls and head counts, and immediately report discrepancies or supervision changes to the Responsible Person.
Allocated roll educators	Mark children present only after visually sighting them, identify unexplained absences immediately and report the names to the Responsible Person.
Float educator	Moves between options and areas to support inclusion, ratios, transitions, bathroom access and blind-spot coverage without leaving another area inadequately supervised.
Parents and carers	Sign children into BSC and sign children out of ASC using the service attendance system. Educators verify authorised collection and ensure the child is handed over safely.



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Whole day requirements

- All educators must sign themselves in and be shown on the daily staff allocation before taking responsibility for a group or area.
- Each educator must carry a charged, switched-on walkie-talkie and complete a radio check at the start of their shift.
- The Responsible Person must know which educators and children are in each area. Any movement between areas must be communicated before the move occurs.
- Educators position themselves to maintain active supervision, including entrances, exits, boundaries and identified blind spots. They must not cluster together or leave an assigned area without a handover.
- Rolls and head counts are active safety checks. An electronic attendance record alone does not replace visually confirming each child.
- Ratios must be maintained at all times. Group locations and staffing must be adjusted immediately if attendance, inclusion needs or environmental conditions change.
- Children must not move independently between supervised areas unless this is permitted by the service risk assessment and an educator has confirmed the handover.

Before School Care procedure

Arrival and indoor supervision before 7 30 am

- Parents and carers sign in their own children at the service entrance.
- The Responsible Person or delegated educator remains at the door to greet families, observe each child entering and monitor the attendance record.
- All educators remain inside with the children until 7:30 am.
- External doors and outdoor play areas remain closed to children until 7:30 am to respect neighbouring residents.
- Educators actively supervise the room, entry point, bathrooms and indoor activity zones. Child numbers are communicated when staff begin or finish shifts.

Outdoor opening from 7 30 am

- Before opening outdoor areas, the Responsible Person confirms current child numbers, educator numbers, ratios, weather and the daily allocation.
- One educator may run an extracurricular activity outdoors and must carry a walkie-talkie.
- Two educators move to the top area or other allocated outdoor supervision points, depending on attendance, ratios and the supervision plan.
- Remaining educators stay in the OOSH room with the Responsible Person and supervise indoor children and the entry point.
- Each educator confirms their location and number of children by walkie-talkie. Educators continue to cover gates, boundaries, movement routes and blind spots.



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Morning roll call and school handover

- At approximately 8:00 am, children assemble in their allocated group for a group game and formal roll call. The process must be completed before the school transition, generally by 8:30 am.
- The allocated educator visually sights each child while marking the roll and completes a head count. The roll total and head count must match.
- Any discrepancy is reported immediately to the Responsible Person and checked against sign-in records, known absences, location changes and educator communications.
- Before children leave OOSH supervision for school, educators complete a final head count and follow the service’s agreed school handover arrangements.
- The Responsible Person confirms that all groups have completed handover and records or follows up any relevant information.

After School Care procedure

Preparation before children arrive

- The Responsible Person confirms the expected attendance list, staff allocation, ratios, walkie-talkie operation and supervision positions.
- Educators move to their assigned collection or sign-in point before dismissal and remain visible and accessible to children.
- Each roll educator has access to the correct attendance list and knows how to report an unlocated child.

Children	Arrival point	Accountability action
Kindergarten	Kindergarten collection area	Allocated educator collects Kindergarten children and completes the roll before leaving the area.
Years 1 and 2	OOSH entrance	Junior educator visually sights and signs in each child.
Years 3 and 4	Basketball court	Inbetweeners educator visually sights and signs in each child.
Years 5 and 6	Outside the school hall	Kids Club educator visually sights and signs in each child

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Each child must appear on one arrival roll only. The Responsible Person must update allocations if the service changes a year group or collection point.

Unexplained absence or missing child response

- Immediately after completing the roll, the allocated educator tells the Responsible Person the name of every expected child who has not been located. The educator must not wait until all other groups have returned.
- The Responsible Person checks the service attendance system, messages, authorised booking changes and known absences, and contacts the school office to confirm whether the child attended school, left early or is absent.
- Educators use walkie-talkies to check all collection points and supervised areas without leaving children unsupervised.
- If the child's whereabouts are not promptly confirmed, the Responsible Person activates the Missing Child Procedure immediately and follows its search, notification, escalation and documentation requirements. The one-hour period is the maximum timeframe for locating the child under the service procedure; it is not a waiting period before action begins.
- The Responsible Person records the discrepancy, checks undertaken, communications, outcome and any required incident or regulatory follow-up.

Supervision after arrival

- After their rolls are complete and discrepancies have been reported, educators move to their assigned supervision areas.
- All educators keep walkie-talkies on and position themselves to cover blind spots, entrances, exits, boundaries and movement between areas.
- Children are handed over verbally when changing groups or areas. Receiving educators confirm the child's arrival and update the Responsible Person where required.
- The Responsible Person monitors total attendance, staff distribution and any adjustments required for ratios, inclusion support or higher-risk activities.

Afternoon tea and option groups at 3 30 pm

- Children assemble for afternoon tea at approximately 3:30 pm.
- Educators complete a second formal roll call and head count. The result must match the current signed-in total after accounting for children already collected.
- Any discrepancy is reported immediately to the Responsible Person and investigated without delay.
- Children then separate into up to six programmed options within their year groups. Groups must remain small enough for effective supervision and within required ratios.
- The option educator knows the names and number of children in their group and reports changes by walkie-talkie.
- A float educator supports inclusion, transitions, bathroom access, collection handovers and any area needing assistance.

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Late afternoon consolidation from 5 pm

- At approximately 5:00 pm, educators begin the planned consolidation of remaining children while other allocated educators complete cleaning and observations.
- Before groups combine or move indoors, educators complete a roll call and head count and verbally hand over the children to the receiving educator.
- Remaining children are supervised indoors from approximately 5:00 pm to 6:00 pm through free play and group games.
- The Responsible Person ensures staffing and supervision remain appropriate as numbers reduce. Cleaning and documentation must never compromise active supervision.
- For each collection, an authorised parent or carer signs the child out. The educator supervising the departure visually confirms the child has left with the authorised person.
- At close, the Responsible Person checks the attendance record, completes a physical sweep of all approved areas and confirms every child has been signed out and collected.

Vacation Care procedure

- Vacation Care accountability arrangements vary according to the planned program, location and activity risk assessment. The Responsible Person must confirm the correct daily process at the staff briefing and ensure every educator understands the masterplan, group allocations, ratios, communication method and emergency arrangements before children move into activities.

Vacation Care arrival and departure

- Parents and carers sign children in on arrival and sign them out on collection. The Responsible Person or delegated door educator greets families and monitors attendance.
- The receiving educator visually confirms each child has entered the supervised program area. Children are not marked present without being sighted.
- The Responsible Person maintains oversight of the total number of children onsite, children attending an excursion and any children moving between groups.
- At collection, an educator confirms the authorised person, visually hands over the child and ensures the attendance record is updated.
- At service close, the Responsible Person reconciles the attendance record and completes a physical sweep of every area used that day.

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In centre Vacation Care days

- Educators follow the daily masterplan, including assigned activity areas, transition times, meal breaks, supervision responsibilities and float coverage.
- The Responsible Person completes an initial roll call and head count and confirms that the total matches the signed-in attendance record.
- The day is divided into smaller programmed activities. Each activity has sufficient allocated educators to maintain required ratios, provide inclusion support and ensure the children and educator responsible for each group are clear.
- Before an activity begins, the allocated educator receives a named group list, visually sights each child and confirms the group total.
- When children move between activities, the sending and receiving educators complete a clear verbal handover. The receiving educator completes a head count and confirms the new total.
- Roll calls and head counts are repeated at key transitions, including morning group time, before and after activities, meal times, movement between areas and late-afternoon consolidation.
- Educators carry walkie-talkies and report changes in location, group numbers, staffing or inclusion support to the Responsible Person immediately.
- The Responsible Person updates the masterplan when attendance, staffing, weather, risk or children's needs require a change. Changes must be communicated to all affected educators before implementation.

Vacation Care excursions

- Every excursion must follow its approved risk assessment, excursion authorisation, transport arrangements and excursion-specific staff allocation. The requirements below apply in addition to the individual excursion plan.
- Before departure, the Responsible Person briefs educators on named groups, meeting points, boundaries, toilets, transport, emergency contacts, children's medical or inclusion needs and the ratio required for that excursion or activity.
- Each educator is allocated a clearly identified group of children and carries the relevant group list and an operational walkie-talkie or approved communication device.
- A formal roll call and head count are completed before leaving the service. The Responsible Person reconciles the total against the signed-in attendance record and excursion list.
- Head counts are continuous and must occur before and after every transition, including boarding transport, leaving transport, entering or leaving a venue, toilet breaks, meal breaks, group changes and departure from the venue.
- A name-to-face roll call is completed at designated checkpoints and whenever a head count does not match. Educators must visually identify each child rather than relying only on a number.
- Excursion and activity-specific ratios must be maintained at all times. Groups must be adjusted immediately if staffing, attendance, the environment or a child's support needs change.
- Children are handed directly between educators when changing groups. The receiving educator confirms the child's arrival and revised group total.
- Before returning to the service, educators complete a final venue sweep, roll call and head count. The same checks are repeated when boarding, leaving transport and re-entering the service.
- Any unexplained discrepancy is reported immediately to the Responsible Person. Movement stops, groups remain supervised and the excursion's Missing Child Procedure and emergency arrangements are activated without delay.
- The Responsible Person records attendance discrepancies, significant changes, incidents and any required follow-up after the excursion.

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Communication standards

- Use children's first and last names when reporting an attendance discrepancy. Do not rely on general statements such as "someone is missing".
- Keep radio messages brief, clear and acknowledged. Sensitive details should be moved to a private channel or face-to-face conversation where practical.
- Report changes in location, child numbers, staffing, incidents, injuries, collection concerns and environmental hazards to the Responsible Person immediately.
- If a walkie-talkie fails, the educator must advise the Responsible Person and obtain a working device or an approved alternative communication arrangement before taking an isolated area.

Records and review

- Attendance records, staff allocations, room or area records, incident records and missing-child documentation must be completed accurately and retained in line with the service's record-keeping requirements. The Responsible Person should review any discrepancy, near miss or supervision concern with the Director and update the risk assessment, staff allocation or procedure where required.
- This procedure must be read alongside the service's Delivery and Collection of Children Policy, Supervision Policy, Missing Child Procedure, Incident Injury Trauma and Illness Policy, Emergency and Evacuation Procedures, and relevant risk assessments.



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Review

Date:	Changes:	Reviewed by:
22/09/2026	New procedure made	Charmayne Nathan