SAFE ARRIVAL OF CHILDREN POLICY

Under the Education and Care Services National Regulations, Outside School Hours Care (OSHC) Services must have policies and procedures in place for the safe arrival of children who travel to or from an education and care service premises [ACECQA, 2023]. This may include children traveling between our OSHC Service and educational facilities such as a family day care service, preschool, school, long day care service or any other service which provides education and care to children.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration [NSW]
S. 165	Offence to inadequately supervise children
S.166A	Offence to subject child to inappropriate conduct [NSW] Offences relating to inappropriate conduct
S. 167	Offence relating to protection of children from harm and hazards

S. 175	Offence relating to requirement to keep enrolment and other documents
S. 175H	Offences relating to possession or control of personal devices—approved providers and nominated supervisors
S. 175I	Offences relating to possession or control of personal devices—persons working directly with children
86	Notification to parents of incident, injury, trauma and illness
99	Children leaving the education and care service premises
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102C	Conduct a risk assessment for transporting children by the education and care service
102D	Authorisation for service to transport children
102E	Children embarking a means of transport – centre-based services
102F	Children disembarking a means of transport – centre-based services
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios
158	Children's attendance record must be kept by the approved provider
160	Child enrolment records to be kept by the approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

RELATED POLICIES

Acceptance and Refusal of Authorisations Policy Child Safe Environment Policy Delivery of Children to, and Collection from Education and Care Service Premises Enrolment Policy Incident, Injury, Trauma and Illness Policy	Probation and Induction Orientation Policy Safe Use of Digital Technologies and Online Environments Policy Safe Transportation Policy Supervision Policy

PURPOSE

Our Outside School Hours (OSHC) Service aims to ensure the safe and secure arrival and departure of all children into our service who may be travelling to or from another early childhood service or education facility. We are committed to identifying and minimising risks and potential hazards to ensure children are not placed at risk of harm or hazard when travelling between other educational facilities and our OSHC Service. In accordance with the National Law, the safety, rights and best interests of the child are the paramount consideration in every decision, action and risk assessment. Safe arrival procedures are critical child protection measures. Our OSHC Service maintains zero tolerance for inappropriate conduct, inappropriate discipline, inadequate supervision or practices that place children at risk of harm.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

The safety of children enrolled at our OSHC Service is paramount. Every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Appropriate safety measures have been implemented through our comprehensive risk assessment process to ensure supervision is adequate at all times including when children are travelling between our OSHC Service and an educational facility. We are advocates for children and have a strong commitment to child safety and establishing and maintaining a child safe environment.

DEFINITION:

An education or early childhood service includes a school, an education and care service (including Long Day Care, Family Day Care, Outside School Hours Care), a children's service or any other service which provides education or care to children.

Examples of travel between education or early childhood services may include, but is not limited to:

- A child travelling from our OSHC Service to school or from school to our OSHC Service
- A child travelling from our OSHC Service to preschool/kindy or from the preschool/kindy to our OSHC Service
- A child travelling from our OSHC Service to a FDC or LDC Service or from the FDC or LDC Service to our OSHC Service

SAFE ARRIVAL OF CHILDREN SPECIFIC RISK ASSESSMENT

The approved provider, in conjunction with educators of the OSHC Service, will conduct a comprehensive risk assessment in order to identify any potential risk/s or hazards and ensure the safe arrival and departure of children who are travelling between our OSHC Service and an educational facility.

The risk assessment will be reviewed at least every 12 months or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised. All risk assessments will be regularly assessed and evaluated to facilitate continuous improvement in our OSHC Service. If a risk concerning a child's travel is identified during the risk assessment, the approved provider must update the *Safe Arrival of Children Policy* and procedure as soon as possible. The risk assessment must be stored safely and securely and kept for a period of 3 years.

Our risk assessment will consider and include the following information:

- the age, developmental stages and individual needs of children
- the roles and responsibilities of;
    - the nominated supervisor of each service (where applicable)
    - the child's parents/family member
    - an authorised nominee listed on the child's enrolment form
    - a person authorised by a parent or authorised nominee listed on the child's enrolment form (if applicable)
    - the role and responsibilities of the service the care of which the child is entering or leaving
- communication arrangements made between the service the child is leaving from, and the service the child is entering, including arrangements if the child is missing or unaccounted for
- procedures to be followed if a child is missing or unaccounted for during travel between services
- educator to child ratios required for adequate supervision during travel between services
- the proposed route and destination, including proximity to harm and hazards
- the process for entering and exiting the service premises and the pickup location or destination (as required)
- procedures to be followed to ensure children only leave the service in accordance with written authorisation from the parent or authorised nominee listed on the child's enrolment form
- potential supervision risks including digital device distraction.

(ACECQA 2023)

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- ensure that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- take reasonable steps to ensure all staff, educators, visitors, families, children follow this policy and related procedure
- provide induction and ongoing training to ensure all staff and educators understand safe arrival procedures and supervision obligations
- ensure copies of the policy and procedures are readily available and accessible to educators, coordinators, staff and families
- clearly communicate any updates to policies and procedures to educators
- develop and maintain a *Safe Arrival of Children Procedure* to clearly outline roles, responsibilities and obligations for educators, families and the educational facility when children are travelling between services
- conduct a risk assessment to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our OSHC service and an educational facility including embarking and disembarking a means of transport
- consult with staff, educators, families and children (where applicable) and relevant educational facilities, during the preparation of a risk assessment
- review the risk assessment every 12 months or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised
- notify families at least 14 days in advance of any changes to policy or procedures - as per regulations
- ensure educators, staff and volunteers do not use or have access to personal mobile phones or personal electronic devices while supervising children
- prohibit the use of personal devices to capture, store or transit images or video of children
- ensure only Service-issued devices are used for authorised communication and documentation purposes
- develop open communication channels and strategies between families, our OSHC Service, educators and the educational facility
- require families complete a *Safe Travel Agreement Form* prior to children travelling between our OSHC Service and another educational facility
- require families to promptly notify our OSHC Service of changes to attendance or routine affecting safe arrival
- ensure educators understand their obligations under offences relating to inappropriate conduct

- respond immediately to any allegation, suspicion or report of inappropriate conduct
- implement the *Administration of First Aid* and *Incident, Injury, Trauma and Illness Policies* in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required, and that details are recorded on the *Incident, Injury, Trauma and Illness Record*
- review practices following an incident involving children travelling between the Service and an educational facility, including an assessment of areas for improvement
- ensure the regulatory authority is notified within 24 hours if a child is involved in a serious incident at the Service
- ensure the OSHC Service keeps accurate attendance records are maintained including arrival times and authorised signatures in accordance with regulatory requirements.

EDUCATORS WILL:

- implement and follow documented risk assessments and procedures to ensure the safe transition and handover of children between the Service and any educational facility
- maintain active, continuous supervision during all transition and handover periods
- maintain accurate and up-to-date enrolment records for all children, including authorisations from families
- ensure accurate attendance records are kept up to date recording the following:
    - the time and date children arrive or depart our OSHC Service
    - the signature of the person who has collected or delivered the child to our OSHC Service or the signature of the nominated supervisor/coordinator or educator in accordance with the *Delivery of Children to, and Collection from Education and Care Service Premises Policy*
- regularly cross check children's attendance against an accurate attendance record showing when children are within the care of our OSHC Service- strategies include conducting a head count
- follow the *Safe Transportation Policy* at all times to ensure regulations are met when children embark and disembark from vehicles during travel between our OSHC Service and other educational facilities
- implement the *Administration of First Aid* and *Incident, Injury, Trauma and Illness Policies* in the event

  of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- ensure that when leaving our OSHC Service, children are given into the care of a parent, an authorised nominee named in the child's enrolment form or a person authorised by the parent or

authorised nominee; or given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee

- support children to understand safe travel expectations and responsible behaviour
- ensure *Safe Travel Agreement* documentation is completed prior to children travelling between our OSHC Service and an educational facility
- communicate any changes to travel routine to family members, educators and the nominated supervisor
- follow the *Safe Transportation Policy* at all times to ensure regulations are met when children embark and disembark from vehicles during travel between our OSHC Service and educational facilities (Reg 102E, 102F).

FAMILIES WILL:

- adhere to the Service's *Delivery of children to, and Collection from Education and Care Service Premises Policy* and *Safe Arrival of Children Policy*
- communicate any changes in routine and activities that may affect the child's safe arrival or departure as soon as they are aware
- notify the OSHC Service if their child is going to be absent on a particular day or session
- provide emergency contact details and phone numbers upon enrolment and update emergency contact details and phone numbers regularly (as required)
- complete a *Safe Travel Agreement Form* detailing circumstances where children will travel between our OSHC Service and an educational facility.

MISSING OR UNACCOUNTED CHILD

Our OSHC Service and educators will develop clear procedures to follow in case of a missing or unaccounted ~~a~~ child who is deemed missing whilst travelling to or from our OSHC Service from an educational facility. Parents must advise the service as early as possible of any changes to the child's routine or activity.

If the child does not arrive at our OSHC Service at the predetermined time the nominated supervisor/responsible person or educators will:

- check the *Safe Travel Agreement Form* and any communication from the family if the child does not arrive at our OSHC Service at the pre-determined time.
- contact the educational facility and confirm the child left the educational facility at the arranged time

- contact the parents or authorised nominee to determine the location of the child
- contact the nominated supervisor/responsible person to advise of the situation
- where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
- liaise with Police, emergency services and parents as required
- complete an incident, injury, trauma and accident record as soon as possible.

If the child does not arrive at the educational facility at the predetermined time, our service will:

- assist the educational facility to provide details when the child left our OSHC service.
- where possible, assist in a search of the route of travel, ensuring supervision of all children within care.
- contact the nominated supervisor/responsible person and advise of the situation.
- liaise with parents and the Police/emergency services if required.

Our OSHC Service will notify the regulatory authority within 24 hours of becoming aware of a serious incident, including if a child is missing or unaccounted for when travelling between our OSHC Service and an educational facility. Failure to adequately supervise a child may constitute an offence under National Law. The Service will conduct an immediate internal review following any incident involving a missing or unaccounted child implement corrective actions as required to our policy and procedures.

CONTINUOUS IMPROVEMENT

Our *Safe Arrival of Children Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested
from children, families, staff, educators and management, and notification of any change to policies will be made to families within 14 days.

RELATED RESOURCES

Safe Arrival of Children Procedure Safe Arrival of Children Risk Assessment	Safe Travel Agreement Form

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*

Australian Children's Education & Care Quality Authority. (2023). Policies and procedures guidelines. *Safe Arrival of Children*
Children (Education and Care Services) National Law (NSW)
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
Education and Care Services National Regulations (NSW) (2025) (For NSW Services only)
Western Australian Legislation Education and Care Services National Law (WA) Act 2012 (WA Services only)
Western Australia Legislation Education and Care Services National Regulations 2012 (WA Services only)

REVIEW

POLICY REVIEWED BY	Simone Riley	Admin	26/05/2026
POLICY REVIEWED	APRIL 2026	NEXT REVIEW DATE	APRIL 2027
VERSION NUMBER	V4.04.26		
MODIFICATIONS	• annual policy review • merged and condensed some points to avoid repetition whilst maintaining compliance • added child safe legislation amendments- paramount consideration, inappropriate conduct, digital devices • strengthened supervision requirements • sources checked and updated as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		
APRIL 2025	• annual policy maintenance • additional regulations added- re: children embarking/disembarking transport • sources checked and updated as required		