

SAFE ARRIVAL OF CHILDREN POLICY & PROCEDURE

Policy Statement

Our Outside School Hours Care (OSHC) Service is committed to ensuring the safe and secure arrival and departure of all children travelling between our Service and an education or early childhood service. We recognise that transitions between services present potential risks, and we take every reasonable precaution to protect children from harm, hazard or unauthorised absence. In accordance with the **Education and Care Services National Law and Regulations**, particularly Regulations 102AAB and 102AAC, our Service implements comprehensive risk assessments, clear communication procedures and documented authorisations to ensure children are accounted for at all times.

We promote strong collaborative partnerships with families and educational facilities to ensure clear communication regarding attendance, travel arrangements and any changes to routine. Through robust supervision practices, accurate attendance recording and clearly defined roles and responsibilities, our Service ensures that no child is placed at risk during travel to or from the Service.

Background

The safe arrival of children travelling between education and care services is a regulatory requirement under the National Quality Framework. Regulation 102AAB requires approved providers of centre-based services to have policies and procedures in place to ensure the safe arrival of children travelling between services. Regulation 102AAC further requires that a specific risk assessment be conducted to identify and manage potential risks associated with this travel. Children may travel independently on foot, via arranged transport, or through coordinated handover between services. Each method of travel presents different risks relating to supervision, traffic, environmental hazards, communication breakdowns, or children becoming unaccounted for.



To meet legislative obligations under Sections 165 and 167 of the Education and Care Services National Law, services must ensure adequate supervision and take every reasonable precaution to protect children from harm and hazards. This includes implementing effective systems for:

- Monitoring attendance and arrival times
- Maintaining accurate enrolment and authorisation records
- Establishing communication arrangements between services and families
- Managing incidents where a child is missing or unaccounted for
- Reviewing and updating risk assessments annually or when circumstances change

Through careful planning, consultation and continuous improvement, our OSHC Service ensures that safe arrival procedures are consistently implemented, regularly reviewed and clearly understood by educators, families and relevant stakeholders.

Legislative Requirements and links to the National Quality Framework

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.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 165	Failure to adequately supervise children
S. 167	Offence relating to protection of children from harm and hazard
S. 175	Offence relating to requirement to keep enrolment and other documents
86	Incident, injury, trauma and illness policies and procedures
89	Notification to parents of incident, injury, trauma and illness
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct a risk assessment for excursion
102	Authorisations for excursion
102 (AAB)	Safe arrival of children policies and procedures
102 (AAC)	Risk assessment for the purposes of safe arrival of children policies and procedures
102 (C)	Conduct of risk assessment for transporting children by education and care service
102 (D)	Authorisation for service to transport children
102 (E)	Children embarking a means of transport – centre-based services
102 (F)	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 to be kept by approved provider
160	Child enrolment records to be kept by the approved provider and family day care educator
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change of policies or procedures

Definitions of Key Terms used in the Policy

TERM	MEANING	SOURCE
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children.	ACEQA
Authorised Nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator.	National Law (Definitions)
Authorised Person	Means: a) A person who holds a current WWCC [working with children check, or equivalent]; or b) A parent or family member of a child who is being educated and cared for by the service or the FDC educator; or c) An authorised nominee of a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or d) In the case of an emergency, medical personnel or emergency service personnel; or e) A person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].	National Law (Section 170)
Education Service	Means: a) A school, b) An education and care service, c) A children’s service, or d) Any other service which provides education or care to children.	National Regulations (Regulation 102AA)
Enrolment Record	The approved provider must ensure an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. Information about what is required in the enrolment form can be found in the Guide to the NQF.	Guide to the NQF (Management of Records)
Parent	In relation to a child, includes: a) A guardian of the child; and b) A person who has parental responsibility for the child under a decision or order of a court. For regulation 99, ‘parent’ does not include a parent who is prohibited from having contact with the child.	National Law (Definitions)
Regular Outing	In relation to an education and care service, means a walk, drive, or trip to and from a destination: a. that the service visits regularly as part of its educational program; and b. where the circumstances relevant to the risk assessment are the same on each outing.	National Regulations (Definitions)
Regular Transportation	In relation to an education and care service, means the transportation by the service or arranged by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are the same for each occasion on which the child is transported.	Guide to the NQF (Glossary)
Risk Assessment	Assessing the risk means working out how likely it is that a hazard will harm someone and how serious the harm could be.	RAMTemplate-Excursion.docx

<p>Transportation (that is part of the education and care service)</p>	<p>Transportation forms part of an education and care service if the service remains responsible for children during the period of transportation. The responsibility for, and duty of care owed to, children applies in scenarios where services are transporting children, or have arranged for the transportation of children, including between an education and care service premises and another location, for example their home, school, or a place of excursion.</p> <p>Examples of transport not forming part of a service include:</p> <ul style="list-style-type: none"> • private transport provided by families and carers (i.e., carers not engaged by/registered with a service) • transport provided and/or arranged by an entity other than the approved provider, e.g., a school bus, and the children are not under the care of the approved provider • transport where the approved provider is providing the transport service in a capacity other than as the approved provider, e.g., a government department that provides an education and care service, provides school education, and provides a school bus to school students, on which the children who attend the service also travel for practical reasons (such as in a remote or rural location) • when a disability service picks up children and transports them to school or an activity. Source: Guide to the NQF (Transportation) 	<p>Guide to the NQF (Transportation)</p>
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Principles that inform the policy


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.

Roles and Responsibilities

The Approved Provider

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met
- Ensure that an attendance record is kept with: each child’s name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158)

- Ensure that a risk assessment is conducted to identify and address any risks that a child’s travel may pose, and clearly states who holds the duty of care for children during these periods of travel.
- Take reasonable steps to ensure that nominated supervisors, educators and staff are aware of, access and use the risk assessment to manage risks and maintain the safety of children during travel to or from the service
- Ensure systems are in place so that children only leave the service premises:
 - » if they are given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee
 - » in accordance with the written authorisation of the child’s parent or authorised nominee
 - » if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
 - » if they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency (regulation 99).
- Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families
- Ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123)
- Should any incidents occur relating to the safety of children during travel, (e.g. a child cannot be accounted for) ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).
- Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Safe arrival of children policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will:
 - » affect the fees charged or the way they are collected or



»significantly impact the service's education and care of children or »significantly impact the family's ability to utilise the service.

Nominated Supervisor / Management Will Ensure:

- Implement the Safe arrival of children policy and procedures
- Ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158)
- Ensure that a risk assessment is conducted to identify and address any risks that a child's travel may pose, and clearly states who holds the duty of care for children during these periods of travel
- Take reasonable steps to ensure that educators and staff are aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel
- Implement systems so that children only leave the service premises:
 - » if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
 - » in accordance with the written authorisation of the child's parent or authorised nominee
 - » if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
 - » if they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency (regulation 99).
- Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families
- Ensure all supervision requirements are met during travel to and from the service premises, including relevant educator to child ratios (regulations 122 and 123)
- Communicate any changes to the travel routine (e.g. a different walking route is proposed due to inclement weather) to educators and staff



- Should any incidents occur relating to the safety of children during travel between the service and an education or early childhood service, (e.g., a child cannot be accounted for) ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87)

Educators will ensure:

- Must be aware of and follow the Safe arrival of children policy and procedures
- Ensure that the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator
- Must be aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel
- Should any incidents occur relating to the safety of children during travel between the service and any other education or early childhood service, (e.g., a child cannot be accounted for) ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87)
- Ensure that, when leaving the service, children are: »given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee »given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee
- All supervision requirements are met during travel to and from the service premises, including relevant educator to child ratios (regulations 122 and 123)
- Communicate any changes to the travel routine (e.g., a different walking route is proposed due to inclement weather) to other educators and the nominated supervisor
- Be aware of the requirements should any incidents occur.

Families will ensure:

- Be aware of and follow the Safe arrival of children policy and procedures

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- Remain up to date with the service’s practices related to the travel of children between the service and any other education or early childhood service, including knowledge of who holds the duty of care for children during periods of travel
 - Provide authorisations in their child’s enrolment form and ensure the information is kept up-to-date
 - Complete the attendance record when their child arrives and leaves, including: their child’s name; the date and time they arrive and depart; and their signature
 - Communicate any changes to their circumstances that may impact the service’s practices related to the travel of children between the service and any other education or early childhood service, for example if their child will be absent from school and will not be attending the service
 - Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service

Risk Assessment

The Approved Provider, in collaboration with educators, will conduct a comprehensive risk assessment to identify and manage any potential risks or hazards associated with the safe arrival and departure of children travelling between the OSHC service and an educational facility. Risk assessments will be reviewed every 12 months, or sooner if an incident occurs or circumstances arise that may impact the health, safety, or wellbeing of children. Ongoing evaluation will support continuous improvement within the service. Where a risk relating to a child’s travel is identified, the Safe Arrival of Children Policy and procedures will be updated as soon as practicable. Risk assessments will be stored securely for 3 years.

All risk assessments will be securely stored and retained for a minimum period of three years.

The risk assessment will include consideration of the following:

- The age, developmental stage, and individual needs of each child
- The roles and responsibilities of:
 - The Nominated Supervisor (where applicable)
 - Parents/guardians
 - Authorised nominees listed on the child’s enrolment record

- Any person authorised by a parent or nominee (if applicable)
- The service the child is departing from and/or arriving at
- Communication arrangements between services, including processes for confirming children's arrival and responding if a child is missing or unaccounted for
- Procedures to be followed if a child is missing or unaccounted for during transition
- Educator-to-child ratios required to ensure adequate supervision during travel
- The proposed travel route, destination, and any potential hazards or risks
- Processes for children entering and exiting the service, including designated collection and drop-off points
- Procedures to ensure children only leave the service with appropriate written authorisation from a parent or authorised nominee

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. A thorough review of the incident will be conducted and assessment of our current procedures and policy to identify any areas of improvement in our practices.

- Families must inform the OSHC Service if their child will be absent.
- If a child has not arrived within 15 minutes and parents have not notified the Service, staff will contact families to confirm.
- If a child leaves school early (e.g., illness), families must notify the Service.
- If a child is missing:
 - Staff will check the Safe Travel Agreement Form and contact the school.
 - Parents/guardians will be contacted immediately.
 - The supervisor will be notified.
 - If necessary, staff will liaise with police, emergency services, and the school.
 - An incident record will be completed.

Missing Children

If a child is confirmed missing, staff will:

- **Call 000 immediately.**
- Notify the child's parents/guardians.
- Notify the school.

- Ensure other children remain supervised.
- Notify the Regulatory Authority within 24 hours.

Safe Arrival of Children Procedure

Working in conjunction with the *Safe Arrival of Children Policy* this procedure provides detailed steps for educators to follow if arrangements have been made for a child to travel between our OSHC service and an educational facility.

Examples of travel between education or early childhood services may include, but are 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

SAFE ARRIVAL OF CHILDREN PROCEDURE		
1	The Approved Provider, Nominated Supervisor and educators will review the Safe Arrival of Children Policy annually.	
2	All staff will be inducted into this policy and procedure upon commencement and as part of ongoing training.	
3	Written arrangements must be in place prior to children travelling between the OSHC service and an educational facility. Families are required to complete a Safe Travel Agreement Form .	
4	Educator-to-child ratios will be maintained at all times to ensure adequate supervision.	
5	Children will only leave the service in accordance with written authorisation from a parent or authorised nominee, in line with the Delivery and Collection of Children Policy.	
6	Families must notify the service of any changes to attendance or routine that may impact their child's safe arrival or departure as soon as possible	
7	<ul style="list-style-type: none"> • In the event of an incident, injury, trauma, or medical emergency, educators will follow the relevant First Aid and Incident policies. 	
8	Accurate attendance records will be maintained, including:	

	<ul style="list-style-type: none"> • Date and time of arrival and departure • Signature of the person delivering or collecting the child, or the responsible educator 	
9	Educators will support children to understand and follow safe travel practices appropriate to their age and development.	
10	Families are required to notify the service if their child will be absent from a scheduled session.	
11	Written consent must be obtained from families before educators support children during travel between the service and an educational facility.	
12	<p>The Safe Travel Agreement Form will include:</p> <ul style="list-style-type: none"> • Child's name and date of birth • Parent/guardian contact details • OSHC service and educational facility details • Travel arrangements (method, route, frequency) • Authorisation from parent/guardian • Procedures for inclement weather 	
13	Following any incident, the Approved Provider and Nominated Supervisor will review practices and implement improvements where required.	

RISK ASSESSMENT PROCEDURE

1	A comprehensive risk assessment will be conducted to ensure the safe arrival and departure of children travelling between the OSHC service and an educational facility.	
2	Risk assessments will be developed in consultation with educators, families, and where appropriate, children.	
3	<p>Risk assessments will be reviewed:</p> <ul style="list-style-type: none"> • Every 12 months • After any incident or change that may affect children's safety 	
4	Where a risk is identified, the policy and procedures will be updated as soon as practicable.	
5	<p>The risk assessment will include consideration of:</p> <ul style="list-style-type: none"> • Children's age, developmental stage and individual needs 	

	<ul style="list-style-type: none"> • Roles and responsibilities of staff, families, authorised nominees, and relevant services • Communication processes between services • Procedures if a child is missing or unaccounted for • Supervision ratios during travel • Travel routes, destinations, and potential hazards • Entry and exit procedures and designated collection points • Authorisation requirements for children leaving the service 	
6	All risk assessments will be stored securely and retained for a minimum of three years.	

MISSING OR UNACCOUNTED FOR CHILD PROCEDURE

If a child does NOT arrive at the OSHC service:

1	Check attendance records, Safe Travel Agreement Form, and any communication from the family.	
2	Contact the educational facility to confirm whether the child departed as expected.	
3	Contact the parent/guardian or authorised nominee to determine the child's whereabouts.	
4	<i>Notify the Nominated Supervisor/Responsible Person immediately.</i>	
5	Commence <i>Missing Child Procedure</i>	

If a child does NOT arrive at the EDUCATIONAL service:

1	Provide the educational facility with details of the child's departure from the OSHC service.	
2	Notify the Nominated Supervisor/Responsible Person immediately.	
3	Assist, where appropriate, in searching the travel route while maintaining supervision of children in care.	

The service will notify the Regulatory Authority within 24 hours of becoming aware of a serious incident, including when a child is missing or unaccounted for during travel

Induction and Ongoing training

Our OSHC Service is committed to ensuring that all educators, staff members, students and volunteers understand and consistently implement the Safe Arrival of Children Policy and associated procedures.

Induction training for new educators and staff will include:

During induction, all new educators and relevant staff will receive training that includes:

- An overview of legislative requirements under the Education and Care Services National Law and Regulations relating to safe arrival of children.
- The Service's Safe Arrival of Children Policy and procedures.
- Roles and responsibilities in monitoring children travelling between services.
- Attendance recording requirements and documentation processes.
- Supervision expectations during transitions.
- Communication procedures with families and schools.
- Procedures to follow if a child does not arrive as expected or is unaccounted for.
- Emergency response procedures and reporting obligations.

Educators will be required to acknowledge that they have read and understood the policy and procedures.

Ongoing Training and Professional Development

To ensure continued compliance and best practice, the Service will:

- Provide regular updates at staff meetings regarding safe arrival procedures and risk management strategies.
- Review safe arrival risk assessments annually or when circumstances change and communicate any updates to staff.
- Conduct refresher training on supervision, attendance monitoring and incident response procedures.
- Provide additional guidance where improvements are identified through reflective practice, incident review or regulatory updates.
- Support educators to participate in relevant professional development related to child safety, supervision and risk management.



The Approved Provider and Nominated Supervisor will monitor implementation of the policy to ensure procedures are consistently followed and embedded into daily practice.

Monitoring Evaluation and Review

At Fun 4 U, we proactively monitor updates from ACECQA and Childcare Centre Desktop to ensure our *Safe Arrival of Children Policy & Procedure* remains current and compliant. The policy is reviewed at least annually, in consultation with families, staff, educators, and management, to reflect best practices and evolving regulatory requirements. In addition to this, our policies are made readily available to families on our Facebook page and next to our sign in and out register we have a poster with a QR code that links to all of our policies. (Reg 171 & 172)

Links to other policies/ resources

Related Polices	Child Care Centre Desktop Polices
Providing a child safe environment Excursions/Incursions/Extra-Curricular Activities Incident, injury, trauma and illness Administration of First Aid Dealing with medical conditions in children Delivery and Collection of children Safe arrival of children	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 Transportation Policy Supervision Policy

Sources

- Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
- ACECQA. (2023). Policies and procedures guidelines. [Safe Arrival of Children](#)
- ACECQA. (2023). Information Sheet. [Safe Arrival of Children](#)
- Education and Care Services National Law Act 2010. (Amended 2023).
- [Education and Care Services National Regulations](#). (Amended 2023)

Record of services’ compliance (Reg 167)

Date Created: August 2025

Date Reviewed by Fun 4 U: 23/02/2026

Childcare Centre Desktop Policy Update: April 2025

This Policy Follows ACEQA: [Safe arrival of children.pdf](#)