

## **Safe Arrival of Children Policy**

### **Policy Statement**

We believe that children arriving at our centre have the right to be safe. 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. This includes children traveling between our Fun 4 U OSHC service and educational facility in the area which provides education and care to children.

### **Links to the Education and Care Centres National Regulations 2020, National Quality Standards 2018**

#### **REGS**

|        |                                                                                           |
|--------|-------------------------------------------------------------------------------------------|
| S. 165 | Offence to inadequately supervise children                                                |
| S. 167 | Offence relating to protection of children from harm and hazards                          |
| S.175  | Offence relating to requirement to keep enrolment and other documents                     |
| 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      |
| 102(c) | Conduct of risk assessment for transporting of children by the education and care service |
| 102(d) | 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                        |
| 158    | Children's attendance record must be kept by the approved provider                        |
| 168    | Education and care service must have policies and procedures (transportation)             |
| 170    | Policies and procedures to be followed                                                    |
| 171    | Policies and procedures to be kept available                                              |
| 172    | Notification of change to policies or procedures                                          |

#### **NQS**

|   |                                                                |
|---|----------------------------------------------------------------|
| 2 | Children's Health and Safety ( 2.2, 2.2.1, 2.2.2)              |
| 6 | Collaborative Partnerships with Families and Communities (6.2) |
| 7 | Governance and Leadership (7.1, 7.1.2)                         |

### **DEFINITION:**

In relation to the children who attend our service, education services for their ages includes a school or an education and care service (Primary Public or Private schools or Outside School Hours Care), a children's service or any other service which provides education or care to children.

Examples of arrival of a child between education services may include, but is not limited to:

- A child travelling from our OSHC Service to school or
- A child travelling from school 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.

(ACECQA 2023)

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- take reasonable steps to ensure all staff, educators, visitors, families, children follow this policy and related procedure
- ensure all staff and educators are inducted in the *Safe Arrival of Children Policy* and procedure
- 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 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) during the preparation of a risk assessment
- consult with the educational facility 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
- provide induction training to new educators and staff of this policy and related procedure
- provide ongoing training and information to coordinators, nominated supervisors and educators to ensure they can fulfil their roles and provide a child safe environment for all children and young people
- develop open communication channels and strategies between families, our OSHC Service, educators and the educational facility
- request families complete a *Safe Travel Agreement Form* prior to children travelling between our OSHC Service and another educational facility
- advise families to inform the OSHC service of any change in attendance or routine that may affect the child's safe arrival or departure as soon as they are aware
- ensure the *Administration of First Aid Policy* and *Incident, Injury, Trauma and Illness Policy* is implemented 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 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 service or the signature of the nominated supervisor or educator in accordance with the *Delivery of Children to, and collection from Education and Care Service Premises Policy*.

#### EDUCATORS WILL:

- implement a risk assessment to identify and manage 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
- implement procedures for the safe handover of children between our OSHC Service and educational facility is documented correctly and clearly communicated with all stakeholders
- ensure enrolment records are kept up to date 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*

- 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 Policy and Incident, Injury, Trauma and Illness Policy* 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
- discuss safe travel strategies with children prior to children travelling between our OSHC Service and the educational facility to ensure children are supported to feel safe and act responsibly
- ensure families complete a *Safe Travel Agreement Form* 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. 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.

## **Procedures**

The Approved Provider, Nominated Supervisor, and Educators will:

1. Review the Safe Arrival of Children Policy annually, in consultation with staff and families.
2. Ensure all new staff are inducted into the Safe Arrival of Children Policy and Procedure.
3. Confirm that written arrangements are in place before any child travels between our OSHC Service and an educational facility. Families must complete a Safe Travel Agreement Form.
4. Maintain educator-to-child ratios at all times.
5. Ensure children only leave the Service in line with written authorisation from a parent/guardian or authorised nominee, as outlined in the Delivery and Collection of Children Policy.
6. Require families to notify the Service immediately of any changes to attendance or routine that may affect arrival or departure.
7. Follow the First Aid Policy and Incident, Injury, Trauma and Illness Policy in the event of an emergency.
8. Maintain accurate attendance records, including:
  - Date and time of arrival/departure
  - Signature of the person delivering or collecting the child, or signature of the Nominated Supervisor/educator (as required).
9. Discuss safe travel strategies with children to help them feel confident, safe, and responsible during transitions.
10. Require families to notify the Service of absences in advance where possible.
11. Obtain written consent before an educator provides assistance to a child during travel.
12. Ensure the Safe Travel Agreement Form includes:
  - Child's full name and DOB

- Parent/guardian contact details
  - Service name, address, phone number
  - Educational facility name, address, phone number
  - Travel details, method of travel, and whether one-off or regular
  - Written authorisation from the family
  - Arrangements in the event of inclement weather
13. Conduct a review of procedures after any incident to identify improvements.

### **Risk Assessment**

The Approved Provider and Nominated Supervisor will:

1. Complete a comprehensive risk assessment for the safe arrival/departure of children who travel between the OSHC Service and educational facilities.
2. Consult educators, families, and where possible, children when preparing the risk assessment.
3. Review the risk assessment annually, and after any incident.
4. Update the policy and procedure immediately if new risks are identified.
5. Ensure the risk assessment includes consideration of:
  - Age, development, and individual needs of children
  - Roles and responsibilities of supervisors, parents/guardians, and authorised nominees
  - Communication arrangements between services and families
  - Procedures if a child is missing or unaccounted for
  - Educator-to-child ratios during travel
  - Routes, hazards, and safe pickup/drop-off points
  - Written authorisation requirements for departure
6. Store the risk assessment securely for 3 years.

### **Missing or Unaccounted-for Child**

If a child does not arrive at Fun 4 U Helensburgh OSHC:

1. Check the Safe Travel Agreement Form and any family communication.
2. Contact the child's educational facility to confirm departure.
3. Contact the parent/guardian or authorised nominee.
4. Inform the Nominated Supervisor/Responsible Person immediately.
5. Assist with searching the route (while ensuring other children remain supervised).
6. Contact Police/emergency services and parents if required.
7. Complete an Incident, Injury, Trauma and Illness Record promptly.

If a child does not arrive at the educational facility:

1. Confirm with the facility when the child left the OSHC Service.
2. Assist in a search of the travel route where possible, while ensuring supervision of children at the Service.
3. Notify the Nominated Supervisor/Responsible Person.
4. Support the facility, parents, and Police/emergency services as required.
5. Report the incident to the Regulatory Authority within 24 hours.

**Sources:**

- Department of Education NSW Early Childhood Directorate, 2020, Education and Care Services National Amendment Regulations
- 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)

**Comments:**

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