Safe Arrival & Departure of Children

OSHC Policy & Procedure

1. Policy

1.1 Policy Statement

Berry Street Yooralla OSHC Service ('the OSHC Service) are committed to the safe arrival and collection of children during travel between the school setting and outside school hours care.

We value and respect our families' decisions about their children. This includes decisions about the people authorised to collect their children from the service premises.

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.

We acknowledge the important role played by our Nominated Supervisors, educators, managers and other staff play in ensuring the safe arrival and departure of children from the OSHC Service. Our staff are provided with the necessary training and support to implement the procedures for the delivery of children to, and collection from, the service sites.

1.2 Purpose

The 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.

1.3 Background

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].

1.4 Scope

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

1.5 Legislation & Standards

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 REGULATIONS	
Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm and hazards
Section 175	Offence relating to requirement to keep enrolment and other
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
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
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

1.6 Key Terms

Term	Meaning	Source
Authorised Nominee	A person who has been given permission by a parent or family member to collect the child from the	www.acega.gov.au

	service.	
Authorised Person	Means: a person who holds a current WWCC (working with children check) and NDIS worker screening; 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.	www.acega.gov.au
Inappropriate Person	a person who may pose a risk to the health, safety or wellbeing of any child attending an outside school hours care program, or whose behaviour or state of mind make it inappropriate for him/her to be on the site e.g. a person under the influence of drugs or alcohol.	www.acega.gov.au
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. Under the National Law regulation 99, 'parent' does not include a parent who is prohibited from having	www.acega.gov.au

	contact with the child.	
Unauthorised Person	(in relation to this procedure) is any person who has not been listed as an authorised nominee on the child's enrolment form.	www.acega.gov.au

2 Procedure

2.1 Education or Early Childhood Services

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

2.2 Safe Arrival of Children Specific Risk Assessment

- The approved provider, in conjunction with educators of the 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 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.

2.3 Missing or Unaccounted for Children

- Our OSHC Service and educators will develop clear procedures to follow in case of a missing or unaccounted 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

2.4 Roles and Responsibilities

Role	Responsibilities
Approved Provider / Nominated Supervisor / Manager	• 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 • 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 annually 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 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/Coordinator or educator in accordance with the *Delivery of Children to, and collection from Education and Care Service Premises Policy*
Educators	• 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 Customer Transport 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 Customer Transport 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	• 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.
Children	

2.5 References & Resources

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)

2.6 Related Policies and Procedures

3 Policy & Procedure Review

In order to assess whether the values and purposes of the policy and procedure have been achieved, Yooralla will:

- Regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

The ongoing monitoring and compliance to this policy and procedure will be overseen by the OSHC Manager, Nominated Supervisor and Yooralla Quality, Risk and Safeguarding team.

All Yooralla OSHC policies and procedures will be reviewed every 12 months.

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