

# **Our Lady of Hope Greenwith Campus Outside School Hours Care**



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## **POLICY DOCUMENT**

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### **SAFE DELIVERY, ARRIVAL AND COLLECTION OF CHILDREN**

# SAFE DELIVERY, ARRIVAL AND COLLECTION OF CHILDREN

## BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the safe arrival of children who travel between an education and service and any other education or early childhood service. Children's safety and wellbeing is of primary importance, and approved providers and their services must ensure that appropriate measures are in place to protect children from any harm or hazard, including during the time children are travelling to or from the service. The travel of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Safeguarding children during travel between the service premises and other educational settings can be enabled by the creation of policies and procedures and an effective process for their implementation.

## POLICY STATEMENT

Our Lady of Hope OSHC is committed to ensuring the safety and protection of children when they are delivered to, arrive at and are collected from the service and/or any other education or early childhood service. This commitment must be in accordance with the duty of care and risk management obligations of the National Law and regulations.

Catholic Education South Australia is committed to ensuring the safety, wellbeing and dignity of all children and young people.

## LEGISLATIVE REQUIREMENTS

EDUCATION AND CARE SERVICES NATIONAL LAW	
Sec. 165	Offence to inadequately supervise children
Sec. 167	Offence relating to protection of children from harm and hazards
Sec. 175	Offence relating to requirement to keep enrolment and other documents

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS		
86	Notification to parents of incident, injury, trauma, and illness	Responsible person to notify families of children who have been involved in an incident, injury, trauma, or illness.
87	Incident, injury, trauma, illness record	Responsible person to ensure records are maintained
99	Children leaving the education and care service premises	The sign-out procedure ensures all children leaving the service are collected by an authorised person which is stated on their enrolment form. The exits and entrances are monitored by educators at all times
100	Risk assessment must be conducted before excursion	Risk assessments for all transportation arrangements are completed prior to the excursion. Written authorisation from parents or guardians is required through our vacation care booking form before transporting any child to and from the service for extra-curricular excursions.
101	Conduct risk assessment	
102	Authorisations for all excursion	
102A	Applicant of Division	
102B	Transport risk assessment must be done before service transports child	
102AAB	Safe arrival and departure of children policies and procedures	
102AAC	Risk assessment for the purposes of safe arrival of children and departure policies	

102C	Conduct of risk assessment for transporting children by the service	
102D	Authorisation for service to transport children	
122	Educators must be working directly with children	Educators do not undertake any administration roles when supervising the children
123	Educator to child ratios – centre based	We follow the guidelines for recommended ratios
158	Children’s attendance record must be kept by the approved provider	Our software provider is SPIKE through this software all children, families and educators’ details and records are kept for the service uses.
160	Child enrolment records to be kept by the approved provider and OSHC service	All children and young people have an enrolment form, and any other additional records kept in a locked filing cabinet. Once the child has left the service their files are archived.
161	Authorisations are kept in enrolment record	Authorisations are filed in enrolment folder
168	Education and care service must have policies and procedures	There are multiple policies implemented at our service. The related policies to ‘The Safe Arrival and Departure of Children’ policy and procedures are shown in related policies table below.
170	Policies and procedures to be followed	Policies and procedures at the service are followed through a combination of training, supervision, and monitoring. Action is taken if any policies are breached.
171	Policies and procedures to be kept available	Policies and procedures are kept available to all educators and families and are located in the OSHC office cupboard.
172	Notification of change to policies or procedures	Appropriate authorities and governing bodies are notified of any change to policies and procedures.

## NATIONAL QUALITY STANDARDS

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
	Concept	Descriptor
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision 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		
	Concept	Descriptor
6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
	Concept	Descriptor
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

## RELATED POLICIES AND PROCEDURES

Child Safe Environment Policy Safeguarding Children and Young People policy Safe Delivery, Arrival and Collection of Children Risk Assessment Safe Delivery, Arrival and Collection of Children Procedure Authorisations Policy Child Protection	Enrolment and Orientation Policy Incident, Injury, Trauma, and Illness Policy Excursion Policy Supervision procedure Fees Policy Governance and Management Dealing with Medical Conditions in Children
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## POLICY PURPOSE

This policy describes the requirements Our Lady of Hope OSHC follows when children are delivered to, arrive at and are collected from the service and any other service. Our Lady of Hope OSHC is committed to ensuring that the health, safety and wellbeing of all children and adults is paramount at all times. Children will only be allowed to leave the care of the service or another education or early childhood service with a parent/guardian, authorised nominee and/or an authorised person and in accordance with the child's safety and best interests.

Our Lady of Hope OSHC is committed to the safe arrival of children whether they are being delivered directly to the service by a parent/guardian/authorised nominee or are arriving at the service after travelling between/from another education and care service.

In particular, we are committed to the safe arrival of children during travel between the school setting and outside school hours care.

## SCOPE

This policy applies to the approved provider, nominated supervisor, director, educators, families, children, and to all visitors of our OSHC service who need to have knowledge and understanding of this policy and ensure that it is implemented. The Principal of Our Lady of Hope School has the delegated authority for the approval of the ECEC Safe Delivery, Arrival and Collection of Children Policy.

## PRINCIPLES TO INFORM POLICY

- The safety, health and wellbeing of the children at our service is paramount. Our policies and procedures ensure that children are safeguarded during the time between the points of delivery to, and collection from, the service.
- We acknowledge the important role played by our service leaders, educators and staff. They are provided with the necessary training and support to implement the policies and procedures for the travel to, and collection from, the service premises.
- Our service leaders, educators and staff have a clear understanding of who holds the duty of care when children travel between schools and education care settings.
- We have clearly defined roles and use effective communication to ensure that management, educators and staff are aware of their responsibilities in relation to the travel of children to and from the service.
- Being prepared and knowing the risks involved when children travel to or from the service is vital. We develop risk assessments to assist us in identifying the risks involved during this time moving to or from the service.

## KEY TERMS

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	<a href="https://www.acecqa.gov.au/">https://www.acecqa.gov.au/</a>
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 (Section 170)
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 or early childhood 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 that 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. The record must include: <ul style="list-style-type: none"> <li>• Full name, date of birth and address of the child.</li> <li>• The name, address and contact details of: <ul style="list-style-type: none"> <li>-each known parent of the child</li> <li>-any emergency contact</li> <li>-any authorised nominee »any person authorised to consent to medical treatment or administration of medication</li> <li>-any person authorised to give permission to the educator to take the child off the premises</li> <li>-any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child.</li> </ul> </li> <li>• Details of any court orders, parenting orders or parenting plan.</li> <li>• Gender of the child.</li> <li>• Language used in the child’s home.</li> <li>• Cultural background of the child and their parents.</li> <li>• Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs.</li> <li>• Authorisations for:</li> </ul>	National Regulations (Regulations 102, 102D, 160–162) Guide to the NQF (Management of records – Children’s enrolment record)

	<ul style="list-style-type: none"> <li>• the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child</li> <li>• the service to take the child on regular outings</li> <li>• regular transportation of the child.</li> <li>• Name, address and telephone number of the child’s registered medical practitioner or medical service.</li> <li>• Medicare number (if available).</li> <li>• Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.</li> <li>• Dietary restrictions.</li> <li>• Immunisation status.</li> <li>• If the approved provider or a staff member has sighted a child health record, a notation to that effect.</li> </ul>	
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 substantially 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 substantially the same for each occasion on which the child is transported.	National Regulations (Definitions)
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.	ACECQA – Risk assessment template: Excursions
Transportation (that is part of the education and care service)	<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 apply 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"> <li>• private transport provided by families and carers (i.e. carers not engaged by/registered with a service)</li> <li>• 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</li> <li>• 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.</li> </ul>	Guide to the NQF (Transportation)

## HOW THIS POLICY RELATES TO CHILDREN

Children need:

- To be safe, secure and protected while being educated and cared for by the service
- For the arrivals at and departures from the service and any other education or early childhood service to be relaxed, positive and a safe transition.
- Educators to adapt aspects of the environment, routines, transitions and staffing arrangements to facilitate the inclusion of all children.
- To be supported to know the routines for arrival and departure from the service or any other service.
- To safely travel (including walking or being transported by a vehicle) between an education and care service and any other education or early childhood service. (Refer to Excursion/Incursion (including Safe Transportation) Policy)

## HOW THIS POLICY RELATES TO PARENTS/GUARDIANS

Parents/guardians (not including a parent who is prohibited by a court order from having contact with the child) need:

- To have access to the Delivery and Collection of Children (including Safe Arrival) policy/ procedures and risk assessments completed e.g. for safe arrival, transport and/or excursions/regular outings.
- Confidence that the service provides a safe and secure environment for all children, including whenever they are travelling between the service and another education or early childhood service.
- To complete and sign their child's enrolment form before the child attends the service, including specifying the persons authorised to deliver and collect children.
- To complete all relevant written authorisations/permission forms e.g signing and dating excursions & medical plans.
- To provide written authority (on enrolment form) for educators/staff to seek medical attention for their child if required, which may involve the child being transported from a service.
- Provide any relevant information to the service to support their child's unique individual needs/rights. For example, a medical management plan or any court orders.
- To communicate any special arrangements involving how their child is delivered to and/or collected from the service and if any other services need to be involved in their child's care.
- To ensure that all the information on their child's enrolment record is and remains up to date, especially medical and emergency contacts.
- To sign their child in and out when they deliver or collect them, irrespective of whether the attendance record is electronic or paper based.
- To ensure that an educator /staff member is made aware of their child's arrival at the service and/or that they are being collected from the service.
- To collect their child on time at the end of each session/day.
- Advise educators/staff if they are going to be late delivering and/or collecting their child/ren.
- Be responsible for supervising their child/ren before signing them in to the service and after they have signed them out of the service.

To provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

## HOW THIS POLICY RELATES TO EDUCATORS/STAFF

Educators/staff need:

- To read, understand, comply with and implement the Safe Arrival and Departure of Children Policy and procedures to ensure the health, safety and wellbeing of all children is paramount at all times.
- To ensure they meet their duty of care obligations to keep children safe.
- To ensure that all entry/exit doors and gates are kept closed during the service's operation to ensure that children are securely and safely contained.
- To ensure that all the relevant risk assessments have been completed and reviewed as required and within the specified legislative timeframes.
- To develop and implement routines and safety procedures/practices (e.g. checklists, head counts etc.) for the arrival and departure of children from the service or any other service.
- To ensure that routines and safety procedures are age/developmentally appropriate for all children.
- To talk to children about what to expect during routines and transitions and to provide instructional/intentional support to them during those routines and transitions.
- To ensure that the attendance record is clearly visible and accessible to parents/guardians or authorised nominees/persons.
- To ensure the attendance record is signed by a parent/guardian or an authorised person/nominee detailing the child's time of arrival and departure from the service or any other service.
- To ensure that no child is allowed to depart from the service with a person who is not the parent/guardian or an authorised person/nominee and if written/recorded authorisations have not been completed.
- To implement procedures in the event a parent/guardian or authorised person is unavoidably delayed e.g. including emergency situations.
- To inform management of any incidents where a child's safety is at risk of potential harm from them not being delivered safely to the service and/or not being collected safely from the service or any other service, including the child exiting the service alone.

## HOW THIS POLICY RELATES TO MANAGEMENT

Management need:

- To ensure that parents/guardians have completed the authorised person/nominee, all relevant authorisations, including the emergency medical permission sections on their child's enrolment form and that the form is signed and dated.
- To provide parents/guardians with information regarding procedures for delivery and collection of children from the service and when children travel to and/or from another service/venue.
- Collaborate with families and other services to ensure children are safe and accounted for at every stage of any transport process.
- To provide an attendance record that meets the requirements of regulation 158(1)
- To ensure the attendance records are accurately completed and have been signed by the parent/guardian or an authorised person on the delivery and collection of the child/ren.
- To provide a means of recording all visitors to the service to help protect children and meet work, health and safety obligations.
- To ensure that all personal information obtained and kept about children/families is appropriately and confidentially managed in accordance with the Privacy Act principles.
- To ensure all educators/staff are adequately inducted so they understand and effectively implement the policy and procedures regarding the safe arrival and collection of children from any service.

- Ensure that educators/staff have ready access to authorisation details
- To ensure that no child is allowed to leave a service without the appropriate authorisations.
- To have a clear understanding of the circumstances in which authorisations will be refused.
- To ensure that procedures are in place for seeking and obtaining authorisations/permissions when preparing for excursions/incursions and/or regular outings. (Refer to Excursion/incursion including safe transport of children policy)
- To ensure that processes and procedures are in place in the event a child leaves the service or another service unannounced and alone/unaccompanied.
- To have procedures in place in the event a child needs to leave a service in a medical emergency or other circumstances, e.g. a child needs to be transported by ambulance, a child is not collected as arranged and there are concerns about the fitness and propriety of the authorised person collecting the child/ren.
- To have procedures in the event an unauthorised person attempts to collect a child/ren from the service, or another service and/or during an excursion/regular outing.
- To ensure that educator/child ratios are compliant, especially as children are delivered to the service.
- To make a notification to the regulatory authority (Education Standards Board) via the NQA ITS portal in the event there is an incident where the child has not arrived safely at the service or has not exited the service safely in accordance with the relevant procedures/ authorisation/permissions and/or duty of care obligations.

## HOW THE POLICY WILL BE IMPLEMENTED

- Developing and implementing clear/appropriate processes, procedures and practices for the delivery and collection of children ensures that daily and regular events become safe, predictable, embedded practice and support the familiarity of routines and transitions.
- Safe routine procedures for delivering and collecting helps to support a child's emotional wellbeing, especially important for those children who may experience arriving at a service as an emotionally challenging time.
- It is important that routines for the safe delivery/arrival and collection of children are developed in partnership with families to best support children's needs and rights.
- Individual circumstances will dictate that procedures need to be tailored accordingly to ensure the safe arrival and departure of children to and from the service and/or any other service. The individual circumstances that may influence the procedures to be developed and followed are:
  - Who is responsible for delivering and/or collecting the child to and from the service.
  - Where the child is being delivered and/or collected from. If the child is transferring from one service to another or if the child is coming to the service directly from the care of a parent/guardian or authorised nominee/person.
  - Any special considerations for the child such as safety and health requirements, additional needs, cultural, or religious expectations/needs.
  - Clear and effective communication and partnerships with families and/or other service management/educators.
  - Appropriate staffing and active supervision. Specifically, educators must be working directly with children to be included in ratios (Regulation 122).

### **Enrolment record** (Regulation 102, 102D, 160-162, 161(1)(c),(2)(c))

- An enrolment record must be created for each child in accordance with regulation 160. The enrolment details for the child need to be completed prior to the child's education and care at the service commencing. Regulation 160(3) specifies what must be included on the enrolment record.

- All the information in an enrolment record needs to be comprehensive and accurate to support children's safety, health and wellbeing, especially in relation to medical information about the child and safe arrival and departure of children from the service and/or any other service.
- The enrolment record must be kept at the service.
- If the child is travelling between one service and another both services must have an enrolment record that ensures the child's health, safety and wellbeing is paramount at all times.

### **Authorisation/permission requirements**

- The following authorisations must be kept in the enrolment record for each child enrolled at an education and care service as in accordance with regulation 161:
  - Any person who is an authorised nominee. An authorised nominee refers to a person who has been given permission by a parent or family member to collect the child from the education and care service. (National Law 170(5)).
  - Details of any Family Law court orders, parenting orders or parenting plans provided to the approved provider/service management relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
  - Any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted
  - An authorisation signed by a parent/guardian or a person named in the enrolment record to authorise consent for medical treatment of their child to be sought by service management, a responsible person or an educator/staff.  
The authorisation allows service staff to seek medical treatment from a registered medical practitioner, hospital or organise ambulance transportation for the child if required.
  - Any person authorised to give permission to the educator to take the child off the premises.
  - Authorisation for a child in the event they are to be taken on regular outings from the service while in the care of the service. This authorisation is required to be obtained once every 12 months.
  - Any person authorised to give permission for the child to be taken outside the premises on transport provided, or arranged, by the service. The National legislation specifies that the authorisation must include specific information in accordance with Regulation 102D and 161.
  - Any person authorised to give permission for the child to be taken outside the premises on an excursion.
- All excursion authorisations/permissions must be given by a parent/guardian or other person named on the child's enrolment record as having authority to authorise taking the child outside the centre by an educator. The authorisation must be a written record and must include all the requirements specified in regulation 102 – Authorisations for excursions. (Refer to the Excursion/incursion including transportation policy). Specifically:
  - Authorisation/permissions for an excursion are only to be sought after a comprehensive excursion risk assessment has been completed. The purpose of the risk assessment is to identify, assess and minimise any risks of harm and /or hazards the proposed excursion poses to the safety, health or wellbeing of any child while leaving/being away from the service and returning.
  - Service management can restrict a nominated person from collecting a child, for example if the service's policy does not allow children to be collected by a person under 18 years of age or an authorisation was not provided by a person who has the authority to do so (e.g. parent or authorised nominee).
  - The service's Acceptance and Refusal of Authorisations policy (Regulation 168(2)(m)) should set out the circumstances the provider would accept or refuse an authorisation.

## **Safe and supported transitions**

- Transitions can occur every day between routines, play spaces, or settings, as well as transitions between home, education and care settings, and school. In particular transitions in early childhood education settings occur:
  - from home to the education and care setting
  - between settings
  - between education and care settings and school
- At Our Lady of Hope OSHC a transition occurs regularly as part of the child's day/week as they move from home to BSC/OSHC then OSHC to school or school to ASC/OSHC then collected by an authorised nominee.
- Working collaboratively with families, other educators, and other professional services and educators supports children to actively prepare for transitions between settings/services.
- Transitions offer children different opportunities and challenges as it involves them having to adapt to different purposes, expectations and practices
- When a transition involves a child being transported to or from the service or another service by car, bus, train, tram or on foot they need to be supported and appropriately supervised to ensure smooth, safe and positive transitions. (Refer to Excursions/Incursions and Safe Transport Policy)
- All educators/staff need to develop safety procedures for transitions, especially given how busy it can be at certain times, such as the mass arrival and departure of children from the service or another service.

## **Attendance record – (regulation 158)**

- Completing accurate attendance records helps to keep children safe by ensuring that they are accounted for at all times. This is particularly important when children leave the service or another service to mitigate any higher risks at these times.
- A record of attendance must be available, accessible and kept at the service in accordance with the requirements specified in regulation 158. Specifically recording:
  - the full name of each child attending the service; and
  - the date and time each child arrives and departs; and
  - is signed by one of the following persons at the time that the child arrives and departs:
    - the parent/authorised person who delivers the child to the education and care service premises or collects the child from the education and care service premises
    - a centre director, a nominated supervisor or an educator.
- Accurate attendance records support supervision, adherence to child to educator ratios and the implementation of efficient, emergency evacuation and lock down procedures.

## **Safe arrival of children from the care of a parent/guardian/authorised nominee**

- Parents/authorised nominee are responsible for the children before they are signed in at the service, unless alternative arrangements have been negotiated or an emergency situation has occurred.
- When a parent or the authorised person delivers a child to a service they are required to complete and sign the attendance record indicating the date and time of arrival of the child.
- The parent will ensure that an educator/staff member is made aware of their child's arrival at the service.
- Educators will ensure that children are welcomed on arrival at the service and are encouraged and supported to engage in the day's activities and experiences.
- Parents are encouraged to share any information that may be relevant to the child's day in care.

- In a circumstance where a parent or authorised person fails to sign a child into the service, an educator should record the child's attendance including the arrival time. Parent will then be notified that they didn't comply with their obligation to sign their child in at the service.
- If a child does not attend a booked session, the service enters the absence on the attendance record and allowable absence record. The parent/guardian must verify the absence by signing or initialling the attendance record and providing any necessary documentation at a later date.

### **Safe arrival of children from another service**

- There must be procedures in place for the safe arrival of any children who travel between the service and any other education or early childhood service. An education or early childhood service is:
  - a school
  - an education and care service
  - a children's service, or
  - any other service which provides education and care to children.
- There are specific requirements specified in regulation 102AAB for implementing the procedures for the safe arrival of children at a service. They include:
  - Consulting with educators/staff, parents/guardians and children (when developmentally appropriate) at the service about the safest way for the children to transfer from one service to another.
  - A safe arrival risk assessment must be completed that addresses the safe arrival of children to and from another service to reduce any likelihood of harm and/or hazards.
  - The risk assessment needs to identify and assess any risks to the safety, health and wellbeing of a child. Specifically addressing issues such as:
    - The age, developmental stage and individual needs of the child.
    - The proposed route and destination, including any proximity to harm and hazards;
    - The service premises involved in providing education and care.
    - The process for entering and exiting any service premises
    - The collection/pick-up location or destination
    - The procedure to be followed by the service to ensure the child leaves the service premises in accordance with regulation 99(4).
    - Who is responsible for the children when they are travelling between the service and another education or early childhood service.
    - The role and responsibilities, including communication strategies of all service directors/educators involved, either when the child is entering or leaving a service.
    - Appropriate educator/child ratios to ensure active supervision is possible to ensure safe arrivals and departures from any service.
    - The need for active supervision of children during travel to and from the service is critical, especially given the heightened risk to the safety and wellbeing of children during these transition times.
    - Ensuring that all educators/staff comply with road safety and safe transport procedures and practices.
    - Ensuring there is clear and effective communication with all the staff involved, including staff at the other service/s to ensure that child safety procedures are followed.
    - Ensuring there is clear communication with the child's parents/guardians or authorised nominee about the procedures in place for when their child leaves one service and enters another, e.g. transferring from school to OSHC or from a kindergarten to long day care - early learning centre.
    - When a child arrives at the service from school and/or from another service e.g. kindy, the attendance record is completed by an authorised person e.g. an educator.

- A clear process is in place in the event a child is missing or cannot be accounted for during the child transferring from one service to another.
- A copy of the safe arrival risk assessment must be kept.
- The risk assessment must be reviewed regularly (at least every 12 months) or as soon as any risks of potential harm or hazards are identified.

### **Safe collection of children / children leaving the service**

- A child may only leave an education and care service if:
  - Given in to the care of the authorised parent/guardian of the child, or
  - Given in to the care of an authorised nominee or person named in the child's enrolment record who is 18 years old or older, or
  - Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record, or
  - Is taken on an excursion and/or regular outing
  - Is transported by the service or transportation has been arranged by the service in accordance with regulation 102(B)(C)(E)&(F).
  - They are authorised to transition to and from another education or early childhood service.
  - Is given in to the care of a person or taken outside of the service premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency.
- The parent or authorised nominee collecting a child is required to complete the attendance record, indicating the date/time the child leaves the service. In addition, the parent/nominee is required to advise an educator they are about to take the child from the service.
- The educator is required to sight photo identification before releasing a child to a person who is not known to them. The educator will check the name on the identification against the list of approved persons allowed to collect that child.
- Educators are unable to release a child to a person if they do not have identification, or if the identification does not match the authorisation list. If an educator cannot confirm that a person trying to collect a child is authorised to collect the child, a parent of the child will be contacted for confirmation.
- Parents/authorised nominee are responsible for the children after they have been signed out of the service, unless alternative arrangements have been negotiated or an emergency situation has occurred.

### **Unauthorised persons/unfit behaviour**

- Procedures need to be followed when a child is collected by an unauthorised person, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.
- Service management, educators/staff will ensure the following authorisation procedures are followed:
  - Request that the parent/guardian or authorised nominee send an email, text message or an app-based message authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
  - Accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide written authorisation via email etc. provided the following procedure is followed:
    - All details of the person collecting the child, including the name, address and telephone number of the person must be obtained
    - Two educators to verify the verbal authorisation message
    - The verbal authorisation is documented and stored with the child's enrolment record for follow-up
    - Photo identification is obtained to confirm the person's identity on arrival at the service

- Ensure that parents/guardians or authorised nominees follow up their verbal authorisation by completing an authorisation Form when next at the service, or by adding details of the new authorised nominee to the child’s enrolment form
  - Ensure that a copy of any authorising email and authorisation form are stored with the child’s enrolment record.
  - Ensure the attendance record is completed prior to child leaving the service.
  - Refuse to release a child where authorisation is not or cannot be provided by the parent/guardian or authorised nominee.
  - Contact police if the safety of the child or service staff is threatened.
  - Implement late collection procedures if required.
  - Notify service management in the event that written authorisation is not provided for further follow-up.
- Service educators/staff have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person – specifically someone who may pose a risk to the safety, health or wellbeing of any child at the service.
  - Measures need to be in place to ensure that children do not come in direct contact with unauthorised persons during an emergency/evacuation or during excursions/regular outings and while being transported.
  - The following procedures should be followed where an educator believes that the parents/guardians or an authorised nominee may be ill, affected by alcohol or drugs, seem to be in an unfit state to take responsibility or safely care for a child, behaving in a manner that is threatening, disrespectful or abusive (verbally or physically). Consult with service management/nominated supervisor or the approved provider, if possible.
    - Advise the person collecting the child of the concerns and suggest contacting an alternative authorised nominee to collect the child.
    - If the approved provider/nominated supervisor/service management fears for the safety of the child, themselves or other service staff at any time, the police should be called immediately.
    - An Incident, Injury, Trauma and Illness Record needs to be completed and filed with the child’s enrolment form.
    - Inform the approved provider as soon as is practicable, and at least within 24 hours of the incident.
    - Inform the Regulatory Authority (Education Standards Board) within 24 hours of a serious incident occurring.
  - In the event a child leaves the premises unaccompanied, or with a person not authorised in writing, the child will be considered missing and unaccounted for. The child’s parent will be notified immediately and procedures will be followed, including making all required notifications.
  - In the event an unauthorised person arrives and attempts to collect a child, the following table provides a summary guide in how the situation can be managed and the procedures that can be followed:

Step 1	The service staff will advise the person that they do not have the authority to release the child to them. This may involve showing the person the relevant legislation that specifies who is authorised to collect children from the service.
Step 2	If the person insists, they will be offered the use of the service telephone to contact the parent/guardian or authorised nominee to verify their authority to collect the child. Alternatively, the nominated supervisor can phone the parent/guardian or authorised nominee to discuss the situation and seek verification for the unauthorised person to collect the child. If the parent was to give verbal permission over the phone for that person to collect, they would be asked to confirm that authorisation in writing e.g. via email, app-based message etc.

	The unauthorised person would be required to provide photo ID verification prior to the child being released to them.
Step 3	If the parent does not authorise that person to collect their child and/or there is a court order in place specifying that person cannot access/collect the child and they are insisting they collect the child, the nominated supervisor or an educator should discretely contact the Police.
Step 4	The service staff will take all reasonable steps to prevent the child from being taken from the service and any other children witnessing the situation. Where reasonable and safe to do, they will actively attempt to delay the child being taken until the police arrive. The health, safety and wellbeing of all children and educators/staff at the service is the paramount objective in this situation.
Step 5	In the event the educators aren't able to prevent the child being taken prior to the police arriving, it is recommended if possible and safe to do so that an educator accompany the child to the car and note the details of the car e.g. the make the model and registration number and any other relevant details about the situation. The police and parent will be updated about the situation.
Step 6	The nominated supervisor or an educator will document the incident immediately. A notification will be made on the NQA ITS portal about the incident.
Step 7	Any children and educators affected by the incident will be appropriately supported.

### People who are not considered as an unauthorised person at the service

- A person who holds a current working with children check.
- A parent or family member of a child at the service (not including a parent or family member whose access to the child is prohibited by a court or tribunal order, of which the approved provider/nominated supervisor is aware, or who is an inappropriate person)
- An authorised nominee of a child at the service
- In the case of an emergency, medical or emergency service personnel. A person who is permitted under the relevant working with children law to remain at the service premises without holding a working with children check or card.

### Access for parents

- While National regulation 157 specifies that a parent may enter the service premises at any time that the child is in care at a service, there are exceptions to this legislative requirement if allowing the parent/guardian to enter the service:
  - Poses a risk to the safety of the children and/or staff.
  - Conflicts with any legislative and duty of care obligations
  - Is contravening a court order
- The duty of care obligations and best interests of children will always be paramount in regard to ensuring children's health, safety and wellbeing when arriving, being delivered and collected from a service.

### Visitors

- Children need to be kept safe and supervised so they don't have any unauthorised contact with an adult visiting the service.
- While there is no legislated requirement for an approved service to keep a record of visitors, including time of arrival and departure. Best practice is that a visitor's book is kept to help ensure any unauthorised persons do not remain at the service unless under direct supervision. (Section 170 National Law).

## **Late collection**

- Parents/guardians who are unavoidably delayed in collecting their child at the negotiated collection time must promptly contact the service to advise of their delay and their expected time of arrival.
- Educators need to reassure any child who may be feeling anxious about the delay in being collected and/or being the last one collected.
- If they are going to be significantly delayed and are unlikely to arrive before the service is due to close, they need to try and organise for an emergency contact listed on their child's enrolment form to collect their child.
- In the event a parent has notified that they will be late collecting their child, service staff must ensure educator-to-child ratios are maintained at all times children are in attendance at the service.
- If the child has not been collected by the agreed time service staff will contact the parents/guardians and/or authorised nominee/emergency contacts to request the urgent collection of the child.
- In the event a parent advises that a responsible adult is available, but that person is not an authorised nominee or an emergency contact person the following procedures must be followed:
  - A parent/guardian or authorised nominee must provide written authorisation for a responsible adult they are delegating on their behalf to collect their child. E.g. An authorisation via email etc. after verbal verification.
  - The parent/guardian or authorised nominee needs to provide specific details of the responsible adult who is being delegated authority to collect the child/ren and advise them that they will be required to show photo ID when they arrive at the service.
  - The parent/guardian or authorised nominee must follow up as soon as is possible and complete a written authorisation form.
- If a parent is regularly late arriving to collect their child the nominated supervisor/educator needs to discuss other collection arrangements with them, especially if the service is not being notified that the parent is going to be late collecting.
- A late (after hours) collection fee may be charged in accordance with the service's Fees Policy.
- Families who collect their child after 6.15 pm will be charged \$3.00 per child, per minute in the first instance and \$5.00 in instances thereafter. Special circumstances will be given consideration in relation to collection of late fees, but a fee will still be applicable at the Director's discretion.
- The service may need to consider cancelling the family's care arrangement if late collection repeatedly continues and there are no extenuating circumstances.

## **Non-Collection**

- If the parent/guardian does not arrive at the service to collect their child after the expected time of collection and has not advised why they have been delayed the service will attempt to make contact with them. It is recommended that multiple ways on repeated occasions of trying to contact a parent are tried e.g. phone call, voice message, SMS and email.
- If contacting a parent is unsuccessful, the person/s listed as emergency contacts/authorised nominees on the enrolment will be contacted.
- If no one listed as an emergency contact or authorised nominee is able to be contacted the service management/approved provider will be informed of the situation.
- The service will ensure that there are procedures in place for the physical and emotional care of a child who has not been collected from the service on time.
- Department for Child Protection and possibly the police will be approached for guidance and for taking responsibility for the care of the child/ren if no authorised person for the child can be contacted to collect them.

- Contact phone numbers will be placed on the entry door of the service after it has been closed advising a parent/guardian/authorised nominee who to contact about their child.

### Notification obligations that may relate to the safe delivery, arrival and departure of children

- The intent of the National Legislation is to ensure the regulatory authority is notified of serious incidents, complaints and circumstances where the health, safety or wellbeing of children may have been compromised so that it is able to take appropriate action. National Law Section 174(2)(a)
- A serious incident notification needs to be made on the NQA ITS portal within 24 hours if an incident such as a child leaving a service unattended by an adult or with an unauthorised person occurs. The notification can be made initially in whatever way is best in the circumstances. (Regulation 12,86,176)
- Making notifications is an important step in supporting the health, safety and wellbeing of all children, attending early childhood education and care services.
- Information and details about incidents included in notifications provide the service with an opportunity to assess/review any risks and critically reflect if there are any trends or patterns relating to incidents/behaviour occurring. This provides a valuable opportunity to focus on continuous improvement and inform the service’s Quality Improvement Plan (QIP).
- The table below is a summary of notifications required to be made that could be related to the delivery, arrival and collection of children from an education and care service.

Type of notification	timeframe
Any incident involving serious injury, illness or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner - <i>National Law Section 174(2)(a) Regulation 12</i>	Within 24 hours of the incident
Any emergency for which emergency services attended - <i>National Law Section 174(2)(a) Regulation 12</i>	Within 24 hours of the incident
A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	Within 24 hours of the incident
A child is mistakenly locked in or out of the premises or any part of the premises - <i>National Law Section 174(2)(a) Regulation 12</i>	Within 24 hours of the incident
Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened – <i>National Law Section 174(2)(b) Regulation 12</i>	Within 24 hours of the incident
The centre-based service is educating and caring for extra child/ren due to an emergency – <i>National Law Section 174(2)(c) Regulation 175(2)(c)</i>	Within 24 hours
Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service – <i>National Law Section 174(2)(c) Regulation 175(2)(c)</i>	Within 7 days
Any incident where the provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service – <i>National Law Section 174(2)(c) Regulation 175 (2) (d)</i>	Within 7 days
Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service - <i>Section 174(2)(c) Regulation 175 (2) (e)</i>	Within 7 days

Notifications specifically to be made to parents	
Parent of a child being educated and cared for by the service is to be notified if the child is involved in any incident, injury, trauma or illness while at the service. – <i>Regulation 86</i>	As soon as practicable, no more than 24 hours
If medication is administered in case of an anaphylaxis or asthma emergency, the approved provider or a nominated supervisor of the service must ensure that a parent and emergency services are notified. – <i>Regulation 94</i>	As soon as practicable

## INDUCTION AND ONGOING TRAINING

Educators will cover all policies and procedures in their induction training. On going training will be provided at staff meetings.

## SOURCES

Australian Children’s Education & Care Quality Authority. (2014).

Page 9 of 9 ACECQA. (2023).

Key NQF changes for centre-based services from 2023 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)

Guide to the National Quality Framework. (Amended 2023).

CESA Guidelines

## RECORD HISTORY [REGULATION 170, 171 AND 172]

Approved by:

Approved date:

Review date:

Revision record

This policy and procedure are approved and in place until the review date, unless during that time the Principal of Our Lady of Hope School instructs a revision. In this case, parents of children enrolled at the service will be notified at least 14 days before any change to this policy or procedure comes into effect. Less time of advice before a change will only happen if SACCS has reason to believe the safety, health or wellbeing of any child enrolled at the service is at risk if a change is not immediately made.