



POLICY STATEMENT

Under the Education and Care Services National Regulations, OSHC Services must have policies and procedures in place for the safe arrival of children who travel to or from an education and care service premises [ACECQA, 2023]. This includes children and young people travelling between the school and OSHC facilities, which provides education and care to children.

BACKGROUND

We are advocates for children and young people and have a strong commitment to child safety. Children’s safety and wellbeing is paramount at our service. Our service embeds the National Principles for Child Safe Organisations and promotes a culture of safety & wellbeing to minimise the risk of harm to children whilst promoting children’s sense of security and belonging. We are committed to the safe arrival of children durn travel from school and OSHC. We have detail processes and producers and practices in this regard and ensure that all educators implement them.

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
Sec. 167	Offence relating to protection of children from harm and hazards

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS		
Regulation	Description	Implementation
86	Notification to parents of incident, injury, trauma, and illness	There are policies and procedures in place for incident, injury, trauma, and illness. The director and/or educators notify families of children who have been involved with an incident, injury, trauma, or illness.
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 sign-out bench is located in building TR 9. The exits and entrances are monitored by educators at all times
102(A-D)	Transportation of children (risk assessments and authorisations)	Risk assessments for all transportation arrangements are completed. 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.

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.
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 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.

RELATED POLICIES

Child Safe Environment Policy Delivery and Collection of Children to, and Collection from Education and Care Service Premises Enrolment Policy	Incident, Injury, Trauma, and Illness Policy Probation and Induction Orientation Policy Safe Transportation Policy Supervision Policy
--	--

RELATED RESOURCES

Safe Arrival of Children - Procedure (Delivery and Collection)

Safe Arrival of Children - Risk Assessment

POLICY

PURPOSE

Our OSHC aims to ensure the safe and secure arrival and departure of all children and young people into our service who may be travelling to or from school and OSHC. 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 school and the OSHC service.

SCOPE

This policy applies to the approved provider, nominated supervisor, director, educators, families, children, and to all visitors of our OSHC service.

IMPLEMENTATION

The safety of children and young people enrolled at our OSHC is paramount. Every reasonable precaution is taken to protect children from harm and 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 school and the OSHC service. We are advocates for children and young people and have a strong commitment to child safety and establishing and maintaining a child safe environment.

DEFINITION

Our OSHC service provides care and education in Before and After School, Pupil Free Days and during Vacation Care.

EXAMPLES

Examples of travel between OSHC and school may include, but is not limited to:

- A child travelling from OSHC to school in the morning
- A child travelling from school to OSHC in the afternoon
- A child travelling from OSHC for an activity or excursion, and then back to OSHC

SAFE ARRIVAL OF CHILDREN SPECIFIC RISK ASSESSMENT

The approved provider, in conjunction with leadership and educators of the service, conducted a comprehensive risk assessment in order to identify any potential risk/s or hazards and to ensure the safe arrival and departure of children who are travelling between our OSHC and the school. The risk assessment will be reviewed at least annually 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 is stored safely and securely and kept on site until a reviewed or updated risk assessment has been completed. All prior risk assessments will be achieved.

Our risk assessment considers and includes the following information:

Consideration	Implementation of Procedures
The age, developmental stages, and individual needs of children and young people:	<ul style="list-style-type: none"> • Four to five educators (depending on the ratio) walk the children, one at the front, one - three in the middle and one at the back • The educators will walk the grade ones and twos to their buildings. Only the reception children will be assisted with unpacking their school bags. This is because teachers believe that the children should know the routine and expectations when they go into year one • Educators will stay outside on the path of each building and one in the courtyard to allow the children to play until the bell goes • When the bell has gone the educators will watch the children enter their classes, ready for the day to begin. Once all children and young people are safely inside, the educators will return to site west
The roles and responsibilities of nominated supervisors, educators, families/caregivers.	<ul style="list-style-type: none"> • The roles of Directors, Nominated Supervisors, Educators, Families/Caregivers have been considered these are outlined in the table below
Communication between the service, school, and families/caregivers if the child is missing or unaccounted for. Procedures to be followed if a child is missing or unaccounted for during travel between services.	<ul style="list-style-type: none"> • There are clear procedures in place in the event that a child does not arrive at our OSHC service at the predetermined time or if a child is deemed missing whilst travelling to or from our OSHC service from the school • These procedures are clearly outlined below
Educator to child ratios required for adequate supervision during travel between services.	<ul style="list-style-type: none"> • The ratio includes all educators who are working directly with children and young people. Educators included in the ratio are responsible for providing supervision, care, and education to children. • There must be a ratio of 1 educator to 15 children at all times on the service premises, including when travelling from OSHC to/from school. For excursions a ratio of 1 educator to 8 children is required and for swimming/water excursion a ratio of 1 educator to 5 children is required. • 1:1 supervision is provided to any child or young person that is at risk of absconding, have challenging behaviours or extra needs

The proposed route and destination, including proximity to harm and hazards.	<ul style="list-style-type: none"> • The route for arriving and departing the service have been considered to ensure it is the safest possible route • To travel from the service to site east a public path and bridge must be used, children must walk following the educators on the left-hand side at all times
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.	<ul style="list-style-type: none"> • Our OSHC service prioritises children’s safety at all times. We will only release children to an authorised person as named on the child’s enrolment form. If the person isn’t on the enrolment form, we will then contact the parent for authorisation before releasing the child • We request families provide current court orders, and parenting plans to ensure our records are up to date • The sign-out bench is located in front of the office (TR 9), the exits and entrances are monitored by educators at all times

(ACECQA 2023)

UNACCOUNTED FOR CHILD PROCEDURE ON COLLECTION

OSHC has clear procedures and routines to follow in the case of a missing or unaccounted for child. Parents must advise the service as early as possible of any changes to the child’s attendance.

If the child does not arrive at OSHC at the predetermined time the nominated supervisor and educators will work together to complete the below steps.

1. COMMUNICATE WITH OSHC OFFICE

Educator will first walkie talkie to the OSHC office to check if the parents have let OSHC know if the child is going to be absent or alternate pick-up arrangements were made. Software provider (Academy) will be checked to see if the child was at school.

2. SPEAK TO THE CHILD’S TEACHER

If the child shows that they attended school and aren’t signed in, the educator completing the sign in will send an educator to the classroom to follow up with the teacher to see if the teacher saw the child get collected or if the child went home early.

3. CHECK SCHOOL GROUNDS

If the teacher did not witness the child being picked up one or two educators will then check the kiss-and-drop zone, toilets, playground, check to see if the child is on crossing duty, speak to the teacher on duty, and the front office if they have seen the child.

4. CALL PARENTS

If the child is still not located, the OSHC nominated supervisor will call the parents or guardian to ask if their child has been collected, this is once the above steps have been carried out. The parent will be asked if there was a possible family member, neighbour or friend that might have picked the child up. Ask the parent or guardian if the child has walked home or if the child had after schools’ sports that they may have taken themselves to.

5. ALERT EDUCATORS

All educators will be informed of the unaccounted-for child, they will be asked to keep an eye out if the child arrives at OSHC and to immediately inform the nominated supervisor by the use of walkie talkies which all educators carry.

6. CONTACT SCHOOL LEADERSHIP AND CONTINUE THE SEARCH

If the child's parents or guardian have not collected them and are expecting their child to be at OSHC. The school administration office will be notified. They will then carry out their procedure which is for all school leadership to carry out a full walk through of the school to check all areas. One staff member would walk to Woolworths and local surrounding shops.

7. CALL POLICE

If all avenues have been exhausted and there is no information on where the child is the Police will be called immediately to seek support on the location of the child. All available leadership staff and OSHC educators will continue searching the immediate and surrounding areas. To ensure the remaining children are safe and kept calm we will complete a lock down. Once police arrive, they will take charge and staff will follow their direction.

8. REFLECTION

The child, educator and parents will be counselled regarding the incident and strategies agreed upon that the incident doesn't recur. A missing child is defined as a serious incident regarding the Nation Quality Framework and must be reported within 24 hours.

VACATION CARE EXCURSION - UNACCOUNTED FOR CHILD PROCEDURES

If the child is deemed missing whilst travelling to/from OSHC in vacation care/excursions the nominated supervisor/responsible person and educators will:

1. COMMUNICATE

Check with the educator that was assigned to that child, where did they last see them? Did they seem upset or anxious to them at all? Use walkie talkies to check with all educators if they have the child with them. The nominated supervisor will check toilets and surrounding areas for the child.

2. CALL PARENTS

If the child is still not located, the OSHC Director will call the parents or guardian to inform them of the situation.

3. CALL POLICE

If all avenues have been exhausted and there is no information on where the child is the Police will be called immediately to seek support on the location of the child. All available educators will continue searching the immediate and surrounding areas. To ensure the remaining children are safe and kept calm all children will be brought together. Once police arrive, they will take charge and staff will follow their direction. Educators will ensure other children waiting to be transported to OSHC remain actively supervised

4. REFLECTION

The child, educator and parents will be counselled regarding the incident and strategies agreed upon that the incident doesn't recur. A missing child is defined as a serious incident regarding the Nation Quality Framework and must be reported within 24 hours.

OSHC will notify ACECQA (through the National Quality Agenda IT System) and the Approved Provider within 24 hours of becoming aware of a serious incident, including if a child is missing or unaccounted for when travelling between OSHC and an educational facility.

ROLES

Roles	Responsibilities
<p>Director/Nominated Supervisors</p>	<ul style="list-style-type: none"> • Ensure that obligations under the Education and Care Services National Law and National Regulations are met • Take reasonable steps to ensure all educators, visitors, families, children follow this policy and related procedure • Ensure all 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 and families • Clearly communicate any updates to policies and procedures to educators • Develop and implement 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 school and OSHC • Conduct risk assessments to identify any risks or hazards that may pose a risk to children’s health, safety, or wellbeing as they travel between our service and the educational facility • Consult with educators, families, and children (where applicable) during the preparation of a risk assessment • Consult with the school during the preparation of a risk assessment to ensure they reflect one another • 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 fourteen days in advance of any changes to policy or procedures - as per regulations • Provide induction training to new educators of this policy and related procedure • Provide ongoing training and information to 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 school • Advise families to inform OSHC of any change in attendance or routine that may affect the child’s safe arrival or departure as soon as they are aware • Ensure OSHC keeps accurate attendance records recording the following: <ul style="list-style-type: none"> - All records of children and young people’s attendance is kept within our SPIKE software - You will find children’s arrival time and departure time and who signed the child in or out of the service • Ensure enrolment records are kept up to date for all children, including authorisations from families • Inform teachers at the beginning of the year, or when new enrolments occur throughout the year, which children attend OSHC on each day • Inform teachers if casual bookings are made throughout the school day, to notify them and the child they are required to attend OSHC • Use walkie talkies to effectively communicate with OSHC educators on site-east of any changes to children’s pick-up arrangements if notified • Implement the Dealing with Medical Conditions in Children 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

	<ul style="list-style-type: none"> • Ensure that when children and young people are leaving the service, children are given into the care of a parent, or authorised person named on the child’s enrolment form
Educators	<ul style="list-style-type: none"> • Implement procedures for the safe handover of children between OSHC and the school is documented correctly and clearly communicated with all stakeholders • Prior to leaving OSHC each morning, the roll is conducted to ensure all children that attended are signed in, an educator will complete a head count and ensure that the number reflects the I pad. This ensures all children are accounted for prior to taking them to school • In the mornings, educators are responsible for providing active supervision of the children prior to and during the transition to school. Educators will supervise the buildings allowing children to play before the bell goes • Once the bell has gone educators will watch children and young people safely enter their class ready for the day to begin an educator will then sign the children out on the I Pad • Once children are dismissed from their classrooms at 3:00pm one educator is required to stand out the front of each building on site east. Educators are responsible for providing active supervision of the children and guiding them to the courtyard in between building two and three for sign-in • When all children are signed in, a head count is conducted by multiple educators to cross check children’s attendance against the accurate attendance record on I pad through Spike • Check the attendance list to ensure all children expected at OSHC have signed in, if not begin the “Unaccounted for child procedure on collection” • Once all children are accounted for, educators are responsible for providing active supervision as children travel from site east, across the bridge, to OSHC. There will always be educators spread out throughout the line. One at the front, one at the back and depending on child to educator ratio there will be educators spaced throughout the middle • Implement the Dealing with Medical Conditions in Children 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 children and young people are leaving the service, children are given into the care of a parent, or authorised person named on the child’s enrolment form • Discuss safe travel strategies with children prior to children travelling between our OSHC and the school this ensures children are supported to feel safe and act responsibly • Communicate any changes to travel routines to family members, educators, and the nominated supervisor • Use walkie talkies to effectively communicate with OSHC leadership on site-west to clarify attendance or to notify them of a child who has not arrived to sign-in
Families/Caregivers	<ul style="list-style-type: none"> • Adhere to our 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 OSHC 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)

CONTINUOUS IMPROVEMENT

Our Safe Arrival of Children Policy will be updated and reviewed annually in consultation with families, staff, educators, and management.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH & SAFETY		
Concept		Descriptor
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 LAW		
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.

PRINCIPLES

Secure, respectful, and reciprocal relationships
Partnerships
Respect for diversity
Aboriginal & Torres Strait Islander perspectives
Equity, inclusion, and high expectations
Sustainability
Critical reflection and ongoing professional learning
Collaborative leadership and teamwork

PRACTICES

Holistic, integrated, and interconnected approaches
Collaboration with children and young people
Play, leisure and intentionality
Environments
Cultural responsiveness
Continuity and transitions
Assessment and evaluation for wellbeing, learning and development

SOURCE

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

[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).

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY CREATED BY	Lorin, Sue & Mack - All educators	Nominated Supervisor	September 2023
POLICY REVIEWED BY			
MODIFICATIONS •			
POLICY REVIEWED BY			
MODIFICATIONS			