

Purpose

Children have the right to experience quality care in an environment which provides for their health and safety. The Education and Care Services National Law Act 2010 requires that the Nominated Supervisor take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorized persons is a key aspect of children's safety.

Policy

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.

Procedures:

Arrival at before school care, and departure to school.

Children must be signed in by an authorised nominee and out by an educator, with the time appropriately recorded.

Children whose classrooms are located on Brooke st are walked to their classroom by an OSHC educator at 8.45am. An educator is to be present at the front of the line of children, and one at the end of the line. Heads counts are conducted when leaving the service, at a halfway point, and again when arriving at school.

Children whose classrooms are located on Clarke st are signed out of the program at 8:45am and make their own way to their classrooms.

Arrival at After School Care and departure for home.

Children must be signed in by an educator and out by an authorised nominee, with the time appropriately recorded.

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Children whose classrooms are located on Brooke st are collected from their classroom by OSHC educators at 3.25pm. An educator is to be present at the front of the line of children, and one at the end of the line. Head counts are conducted when leaving the school, at a halfway point, and again when arriving at the service.

Children whose classrooms are located on Clarke st make their own way to the service.

If there are any children who are on the after care roll, but who are not present, an Educator will speak with the child's teacher to find out more information. Where the teacher is unable to provide information on the missing child/ren's whereabouts, the educator will inform the Nominated Supervisor of the missing child and enquiries will be made by the Nominated Supervisor immediately.

Parents/carers are required to sign out their child on departure. In the case of an emergency the daily attendance record is vital information. Daily attendance records are also required for Child Care Subsidy purposes and are used to verify attendance. Children can only be collected and signed out by an authorised person nominated on the child's enrolment, unless otherwise notified in writing.

Arrival at the service

- On arrival at the service families (before school care) or children (after school care) must report directly to an Educator to signal their arrival at the service.
- Educators will welcome families and children on arrival and seek to engage them in the day's planned activities.
- Any personal items must be put inside the child's bag, which should be stored or hung up in the nominated area.
- Any medications must be given directly to the Supervisor who will check whether the family has completed an Authority to Administer or Self Administer Medication Form and then store the medication in the appropriate place.
- Educators and families or children may need to exchange information at this time in preparation for arriving at or departing from the service. If this exchange of information involves discussions about private or personal details, the discussion will take place in a private area.

Attendance record

- Accurate attendance records will be kept and checked each day.

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- The enrolling parent/carer who brings the child to the service or collects the child from the service must sign in or out the child on the provided iPads.
- When a child arrives at the service unaccompanied by the parent (e.g. where a child is collected after attending school) Educators will record the arrival or departure digitally. The parent/carer will later sign the child out on pickup.

Authorisation for collecting children

- The names and contact numbers of all persons authorised to collect children from the service must be included on the child's enrolment. Any changes to these authorities must be made against the child's enrolment, via My Family Lounge, as soon as possible.
- If the enrolling parent/carer arranges for an authorised person to collect their child from the service, they must update the child's enrolment online and notify the service of that change as soon as possible.

Delivery and Collection of Children

- If the service has not been notified and someone other than the enrolling parent/carer arrives to collect the child the Nominated Supervisor/Educator will contact the enrolling parent/carer to obtain their authorisation which will be in writing wherever possible. The child will not be released until the enrolling parent/carer's authorisation has been obtained. If the person collecting the child is not known to the service, they will also be required to provide proof of their identity.

Late Pick up

A late fee will be charged to parents/carers who arrive after 6.00pm. This is to be a separate payment which will be added as a miscellaneous charge to their invoice. It is a requirement that two educators remain with a child whose parents/carers are late collecting them, unless circumstances do not allow for two educators to remain (as set out below).

- The service's hours of opening are clearly displayed at the entry to the service.
- Parents/carers who are unavoidably detained and are unable to collect their child by 5.50 p.m. must telephone the service to advise of their lateness and expected time of arrival. If a parent/carer is unable to collect their child prior to closing time they should arrange for another authorised adult to collect the child and advise the service of this arrangement. This advice should be in writing if at all possible.
- Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

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- If the parent/carer has not contacted the service and the child has not been collected 10 minutes after the negotiated collection time, the service will attempt to telephone the parent/carer or, if this is not possible, will attempt to telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.
- If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time educators will follow the Procedure for Late Collection.
- When a parent/guardian is continually and regularly late arriving at the service to collect their child, the Nominated Supervisor will discuss other child care options with the family.

Procedure for Late Collection

- If a child has not been collected 30 minutes after closing time, and the parents/carers of the child, nor other emergency contact person has been able to be contacted, the supervisor present will contact:
 - the Nominated Supervisor, and
 - relevant child protection agency and/or regulatory authority to advise them of the situation and consult on what action to take.
 - The service will develop a Late Collection Action Plan (Appendix One) which should include:
 - Time lines and triggers for ongoing communication between the service and the nominated supervisor/child protection agency/regulatory authority, i.e. after an agreed period of time, or when something happens to change the situation (i.e. parent/guardian arrives).
 - Whether the service should contact the police.
 - What actions the Nominated Supervisor/child protection agency/regulatory authority will take.
 - The service's availability to continue to care for the child, i.e. the length of time Educators are available to stay at the service, concerns regarding the security of the premises after hours etc.

Delivery and Collection of Children

- In the interests of protecting educators from allegations of abuse, two adults will remain at the service with the child.
- If the Educators present are unable to remain at the service to care for the child, the Nominated Supervisor will follow the service's action plan for staffing late collections, that will ensure the wellbeing of the child. This could include any of the following:

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- Educators who have agreed to make themselves available will be contacted and asked to relieve a present educator as soon as they are able.
- The child protection agency/regulatory authority will be contacted as agreed in the Late Collection Action Plan, to provide on-going updates of the situation as it evolves. Educators will care for the child's needs (i.e. provide a snack or evening meal) and reassure the child if he/she is anxious, provide the child with some fun games or activities and, if appropriate, settle the child down to sleep (young children).
- When the parent/carer or emergency contact person arrives to collect the child they will be required to sign out the child digitally and confirm their understanding that a late fee will be charged.
- Educators will advise the child protection agency/regulatory authority/police (if contacted), and the Nominated Supervisor that the child has been collected.

Ongoing Strategies

- The policy on delivery and collection of children will be highlighted to parents at the time of enrolment, and provided online via the school website.
- The service will ask families to update their own, and their emergency contact numbers as they change. A system of regular reminders will be implemented through the service newsletter, notices in the entry area, a reminder on the family's fee receipts, a letter to parents, or other means.
- Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours, if the family does not have relatives or friends on hand to assist.
- Families are required to plan their day in order to ensure they are at the service prior to closing time. Educators may need time to give parents/guardians information about their child's day. Educators also have evening commitments they wish to fulfil.
- The policy will be reviewed regularly with Educators, and agreement reached as to how the staffing of late collections will be managed. Management understands that an Educator's personal situation may limit their ability to remain at the service after hours, and will not impose pressure on Educators to unwillingly take on these extra duties. Any extra hours worked by employees will be paid in fifteen minute increments.

Approved Provider/Management will ensure:

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

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

A Nominated Supervisor/ Responsible Person will:

- ensure systems are in place so that children only leave the service premises:

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- if they are given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee in accordance with the written authorisation of the child’s parent or authorised nominee
- if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
- if they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency (regulation 99)
- ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123)
- should any incidents occur relating to the safety of children during travel, (e.g. a child cannot be accounted for) ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).
- take reasonable steps to ensure that educators, staff and volunteers follow the Safe Arrival and Departure of Children policy and procedures.

Educators will:

- Ensure they follow Safe Arrival and Departure of Children policy and procedures
- Greet children upon their arrival to the service
- Ensure rolls are marked accurately
- Ensure missing children are followed up with classroom teachers
- Ensure headcounts are conducted accurately and consistently

Parents/Guardians/Carers will:

- Complete the Attendance Record when arriving and departing the Service.
- Ensure all the details on the enrolment form are complete, correct and current.
- Inform the authorised nominee(s) of the Service’s requirements (e.g. photo ID) when they collect a child.
- Inform the service of their child’s absence.

Related documents and attachments

- Education and Care Services National Regulations 2011
- National Quality Framework
- Westgarth Primary School OSHC Staff Handbook

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