

1. Policy Statement

St Nicholas Early Education has a responsibility to protect children from any harm and hazard including the time children are travelling to or from a service. St Nicholas has an obligation to ensure clear lines of action are implemented to effectively manage the safe arrival of any child travelling between education and care services and schools to a service operated by St Nicholas.

2. Purpose

The purpose of this Policy and Procedure is to ensure:

- Information is provided to St Nicholas staff, parents/guardians/authorised persons and other stakeholders about how St Nicholas will ensure correct procedures are followed when children are travelling between education and care services or schools, to a St Nicholas service.
- The Education and Care Services National regulations require approved providers to protect children from any harm or hazard.
- All St Nicholas OOSH services operate in accordance with the relevant legislative and regulatory requirements and that there are appropriate processes in place for the safe arrival of children who travel between the school and the OOSH service.

3. Procedure Direction

Step	Detail
Dropping children to school – transition from Before School Care (BSC)	• Educators will conduct a roll call and head count ensuring all children are listed and have been signed in on the Daily Attendance Record prior to children leaving the service. • Kindergarten children may be accompanied from OOSH to a designated room or area in the school grounds by St Nicholas staff. For children who are transported to OOSH by public transport. • Children are to be dropped off in designated area as negotiated and agreed with the school. • When dropping off children at school ensure the vehicle is parked in a location where the children do not have to cross the road. • St Nicholas staff member must wear a Hi-Viz vest and meet the children at the drop off area. • Staff must conduct a roll call and head count ensuring all children being transported are accounted for before the bus leaves the bus stop

Collecting children from school – transition to After School Care (ASC)	- Children may be collected from designated area as negotiated and agreed with the school or will arrive directly to the OOSH space - St Nicholas staff will conduct a roll call and head count using the Daily Attendance Record to ensure all children booked in are collected. - Staff will refer to the Absent and Missing Children Procedure if a child is not at the designated collection point. - If a child who is enrolled with the service but is not on the Roll for a particular day, arrives at the service, the Nominated Supervisor, or other relevant staff member will be contacted immediately to see if the child has been booked in for the day. - If a child has not been enrolled, they must not be taken into care under any circumstances. In this case, please contact the school and/or child's parents (if possible) immediately.
Safe arrival of children Risk Assessment	As part of the <i>Service Risk Assessment</i>, the safe arrival of children, particularly those being transported from another location to OOSH, must be documented. The Risk Assessment must include: - Transitions - Collection and drop off points - Unaccounted child - Absconding child - Embarking and disembarking from transport - Medical management - Proposed transport route - Emergency situation - Vehicle safety checks
OOSH Missing or Absconding Child	OOSH PROCEDURE Note: a list of children absent from school should be obtained from the office each day prior to ASC commencing. Check the school list against OOSH bookings and mark any children absent who are booked but did not attend school. Child missing at ASC Roll Call - Check with School office if the child was absent from school for the day or left school early, if possible check this by calling the family - If the child attended school, advise the office staff that the child has not presented to ASC - Ask if the child's class teacher is aware of a parent/guardian collecting the child from school. Check bus lines. - If no-one has seen the child leave the school premises, commence a search of the school grounds

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- Educators will attempt to contact the child's parents/guardians as soon as possible to locate the child. The parent/guardian may be able to offer suggestions as to where the search could be directed, for example they may have gone to a relative or friend's house nearby.
- If parent/guardian are not available, Educators will continue to call until contact is made. If contact cannot be made then all other contacts identified on the Enrolment Form will be contacted to try to find out further details.
- After **20 minutes**, if Educators are unable to make contact with the child's parent/guardian or alternate contacts and the child is still missing the service will contact the police and follow advice from police.
- Parents, management and school will be kept informed throughout the process.

Child missing at headcount

- Commence a search of all OOSH indoor and outdoor areas, contacting staff supervising various areas via walkie talkie
- Check that all access gates are locked
- If the child remains unfound after a thorough search of the school grounds, implement the steps for a missing child as above: contacting parents or other authorised contacts; contacting the Police

Child who absconds

If the situation occurs that a child is outside the school premises and refuses to come in, a staff member will:

- attempt to speak to the child ensuring other children are adequately supervised. Educators will try to work out the problem and encourage the child to come inside.
- If the child still refuses to enter the school grounds Educators will contact the child's parent/guardian to inform them of the situation. Parent/guardian will be asked to attend the service to collect their child in a timely manner.
- In the case where a child has left the premises of the school, the child's parents and a Manager need to be contacted immediately. The decision to contact the local police becomes the decision of the child's parents in consultation with staff. If no contact can be made with the child's parent/guardian, the police will be contacted.
- The Educator's decision to follow the child outside of the school gates, should be based on a risk assessment of the situation. The risk assessment should take into consideration the age of the child, the child's level of ability, mental state and the potential consequences of following the child. The educator should only

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	follow the child, where the assessment identifies the risk to the child is minimised by this course of action. • If an Educator leaves the premises to follow a child, they must have a walkie-talkie or phone with them and remain in continual contact with the service. Note: <i>in this instance a personal mobile device may be used as it is an emergency situation.</i> • An Educator must not leave the premises to follow a child if the service will then not be meeting ratio requirements. • If a child is continually absconding, this behaviour will result in a pause of enrolment from the service for a period of time in consultation with the child, parent/guardian, the Nominated Supervisor and the Manager.
EE Missing or absconding child	EARLY EDUCATION SERVICE PROCEDURE Failure to arrive • Contact child's parent / guardian to confirm the child is not attending the service today. Absence to be recorded in OWNA to ensure accurate attendance data is available for headcounts throughout the day. Confirmation of absence can be made via phone, email or OWNA. Child missing at headcount or as observed throughout the day • Immediate roll call/head count of all children to be conducted by educators. • Move all other children to a safe, easily supervised area such as indoors. • Commence a search of the service including bathrooms, indoor and outdoor play spaces, cot rooms and other areas of the service including foyer, staff room, programming room, storerooms, sheds etc. • Check all external gates and exit pathways to ensure these are adequately locked and prevent children exiting. If a gate is found to be open, scan the immediate area in attempt to visually locate the child. If the child is seen outside the service, the Educator will immediately bring the child back into the service, locking all exit gates. Notifications of the child unauthorised exit will be recorded as per the below requirements for reporting a missing child. • If the child remains unlocated following a thorough search of the service and immediate external areas, Director or Responsible person will contact the Police to advise the child is missing. Service will follow the advice of the Police. • The child's parent/guardian must be contacted to inform them their child is unable to be located and police have been called

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	• If contact cannot be made with the parent/guardian then an Emergency Contact as identified on the Enrolment Form will be contacted to advise of the situation. • Parents/guardians, management and school will be kept informed throughout the process.
Reporting a missing child	• Report any missing child or absconding child incidents to a Manager immediately. • Report on mnResponse within 24 hours • Report to Regulatory Authority within 24 hours • If Emergency Services have been involved report immediately to the Head of EE or Head of OOSH, who will activate the Critical Incident Procedure.

4. Roles and Responsibilities

Role	Responsibility
Approved Provider	• Ensure that the obligations under the Education and Care Services National Law and National Regulations are met. • Take reasonable steps to ensure that the Nominated Supervisor and employees follow the policy and procedures
Nominated Supervisor Responsible Person	• Implement the Safe Arrival and Collection of Children Procedure • Ensure that 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) • Implement systems 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) • Communicate any changes to children's delivery and collection arrangements to educators, staff and families • Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g., a child being released to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87) • Contribute to the Safe Arrival of Children risk assessment • Sign children into after school care using the kiosk (OOSH only) • Maintain a record of all Safe Arrival of Children risk assessments
St Nicholas Staff Educators	• Must be aware of and follow the Safe Arrival and Collection of Children Procedure • Ensure that the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator • Ensure that, when leaving the service, children 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 ○ given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee. • Meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios • Be aware of the requirements should any incidents occur • Contribute to Safe Arrival of Children risk assessments
Families	• Be aware of the Safe Arrival and Collection of Children Procedure • Provide authorisations in your child's enrolment form and ensure the information is kept up-to-date • Complete the attendance record when your child arrives and leaves, including: your child's name; the date and time they arrive and depart; and your signature

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- Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.
- Contribute to the Safe Arrival of Children risk assessment
- Communicate important information educators, including medication needs to Nominated Supervisor or team member
- Advise a team member during arrival and collection of your child

5. Related Documents

Policies and Procedures

- Transporting Children Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Supervision Policy and Procedure

Legislation

- [Education and Care Services National Regulations \(2011 SI 653\) - NSW Legislation](#)
Regulations: 99, 102AAB, 012AAC, 102C, 102D, 122
- [Children \(Education and Care Services\) National Law \(NSW\) No 104a of 2010 - NSW Legislation](#)
Sections: 165, 167

Other References

1. Guide to the National Quality Standard. www.acecqa.gov.au
2. Safe arrival of children. Policy guidelines. ACECQA, October 2023

National Quality Standard

QA 2.2 Safety

QA7.1.2 Management systems

6. Definitions

Term	Definition
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.

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Transportation (that is part of the education and care service)	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 applies 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. Examples of transport not forming part of a service include: • private transport provided by families and carers (i.e. carers not engaged by/registered with a service) • 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 • 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.
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7. Document Review

- 7.1. This Policy will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 3 years to ensure it continues to be current and effective.

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