



BOURKE AND DISTRICT CHILDREN'S SERVICES

QUALITY AREA 2: CHILDREN'S HEALTH & SAFETY

POLICY NAME: SAFE ARRIVAL OF CHILDREN

POLICY STATEMENT

Our organisation aims to ensure the safe and secure arrival and departure of all children who may be travelling to or from another early childhood service or education facility. We are advocates for children and have a strong commitment to child safety and establishing and maintaining a child safe environment. We are committed to identifying and minimising risks and potential hazards to ensure children are not placed at risk of harm or hazard when travelling between other educational facilities and our service.

BACKGROUND

The Education and Care Services National Regulations requires Approved Providers to ensure their services have policies and procedures in place in relation to the safe arrival of children who travel to or from an education and care service premises. An education or early childhood service includes a school, an education and care service (including Long Day Care, Family Day Care and Outside School Hours Care), a children's service or any other service which provides education or care to children.

Examples of travel between education or early childhood services may include, but is not limited to:

- A child travelling to or from one of our services to another
- A child travelling from our service to school or from school to our service
- A child travelling from our service to an OSHC service or from the OSHC service to our service
- A child travelling from our service to a FDC service or from the FDC service to our service

OVERALL STRATEGIES / HOW WILL IT BE DONE?

SAFE ARRIVAL OF CHILDREN SPECIFIC RISK ASSESSMENT

- A comprehensive risk assessment is conducted to identify any potential risk/s or hazards and ensure the safe arrival and departure of children who are travelling between our service and an educational facility.
- The risk assessment must 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
 - Regularly assessed and evaluated to facilitate continuous improvement in our service
 - Stored safely and securely and kept for a period of 3 years
- The risk assessment will consider and include the following information:
 - The age, developmental stages and individual needs of children
 - The roles and responsibilities of:
 - The Nominated Supervisor of each service
 - The child's parents/guardians
 - An authorised nominee listed on the child's enrolment form
 - A person authorised by a parent or authorised nominee listed on the child's enrolment form (if applicable)
 - The role and responsibilities of the service of which the child is entering or leaving
 - Communication arrangements made between the service the child is leaving from, and the service the child is entering, including arrangements if the child is missing or unaccounted for
 - Procedures to be followed if a child is missing or unaccounted for during travel between services
 - Educator to child ratios required for adequate supervision during travel between services
 - The proposed route and destination, including proximity to harm and hazards
 - The process for entering and exiting the service premises and the pickup location or destination (as required)
 - Procedures to be followed to ensure children only leave the service in accordance with written authorisation from the parent or authorised nominee listed on the child's enrolment form (see Acceptance and Refusal Authorisation Policy)

MISSING OR UNACCOUNTED CHILD PROCEDURE

Our services will follow the steps below, in the case of a missing or unaccounted child who is deemed missing whilst travelling between our service from and an educational facility.



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- If the child does not arrive at our service at the predetermined time the Responsible Person will:
 - Check the Safe Travel Agreement Form and check for any communication from the family (for example, emails or voicemails)
 - Contact the educational facility and confirm the child left the educational facility at the arranged time
 - Contact the parents/guardian or authorised nominee to determine the location of the child
 - Where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
 - Liaise with Police, emergency services and families as required
 - Complete an Incident, Injury, Trauma and Illness Record as soon as possible
- If the child does not arrive at the educational facility at the predetermined time, the Responsible Person will:
 - Assist the educational facility to provide details when the child left our service
 - Where possible, assist in a search of the route of travel, ensuring supervision of all children within care.
 - Liaise with Police, emergency services and parents as required
- Our service will make a notification to the Regulatory Authority via the [NQA-ITS](#) within 24 hours of a serious incident, including if a child is missing or unaccounted for when travelling between our service and an educational facility.

ROLES AND RESPONSIBILITIES

THE APPROVED PROVIDER AND NOMINATED SUPERVISORS WILL:

- Ensure there are policies and procedures in place for the safe arrival of children and take reasonable steps to ensure those policies and procedures are followed.
- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure all staff (including casual staff) receive information and induction training to fulfil their roles effectively, including being made aware of the Safe Arrival of Children Policy and procedure, their responsibilities in implementing it, and any changes that are made over time.
- Ensure students, visitors and volunteers have knowledge of and adhere to this policy.
- Conduct a risk assessment to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our service and an educational facility.
- Consult with staff, families, children and the educational facility during the preparation of a risk assessment.
- Review the risk assessment annually or after being aware of an incident or circumstance where the health, safety or wellbeing of children may be compromised.
- Encourage open communication between families, our service, educators and the educational facility.
- Ensure families complete a Safe Travel Agreement Form prior to children travelling between our service and an educational facility.
- Ask families to promptly inform the service of any attendance or routine changes affecting their child's safe arrival or departure.
- Ensure the First Aid Policy and Incident, Injury, Trauma and Illness Policy is implemented in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required.
- Ensure the service keeps accurate attendance records recording the following:
 - The time and date children arrive or depart the service
 - The signature of the person who has collected or delivered the child to our service or the signature of the Nominated Supervisor or educator in accordance with the Arrival and Departure Policy

EDUCATORS WILL:

- Implement a risk assessment to identify and manage any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our service and an educational facility.
- Implement procedures for the safe handover of children between our service and educational facility and is documented correctly and clearly communicated with all stakeholders.
- Ensure enrolment records are kept up to date for all children, including authorisations from families.
- Ensure accurate attendance records are kept up to date recording the following:



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- The time and date children arrive or depart our service
- The signature of the person who has collected or delivered the child to our service or the signature of the Nominated Supervisor or educator in accordance with the Arrival and Departure Policy
- Cross check children's attendance against an accurate attendance record showing when children are within the care of the service.
- Follow the Safe Transportation Policy at all times to ensure regulations are met when children embark and disembark from vehicles during travel between our service and educational facilities.
- Implement the Administration of First Aid Policy and Incident, Injury, Trauma and Illness Policy in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required.
- Ensure that when leaving our service, children are given into the care of a parent/guardian/authorised nominee.
- Discuss safe travel strategies with children prior to children travelling between our service and the educational facility to ensure children are supported to feel safe and act responsibly.

FAMILIES WILL:

- Communicate any routine or activity changes that could affect a child's safe arrival or departure promptly.
- Notify the service if their child is going to be absent on a particular day or session.
- Provide emergency contact details and phone numbers upon enrolment and update emergency contact details and phone numbers as required.
- Complete a Safe Travel Agreement Form detailing circumstances where children will travel between our service and an educational facility.

CONTINUOUS IMPROVEMENT/REFLECTION

Our Safe Arrival of Children Policy will be reviewed annually, or earlier if there are changes to legislation, ACECQA guidance, or any incidents related to the policy. This review will be conducted in consultation with children, families, and staff.

CHILD SAFE STANDARDS

Standard 1	Child safety is embedded in organisational leadership, governance, and culture
Standard 2	Children participate in decisions affecting them and are taken seriously
Standard 3	Families and communities are informed and involved
Standard 4	Equity is upheld and diverse needs are taken into account
Standard 5	People working with children are suitable and supported
Standard 7	Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training
Standard 8	Physical and online environments minimise the opportunity for abuse to occur
Standard 10	Policies and procedures document how the organisation is child safe

NATIONAL QUALITY STANDARD (NQS)

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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.
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QUALITY AREA 7 - GOVERNANCE AND LEADERSHIP

7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW



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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
86	Notification to parents of incident, injury, trauma and illness
99	Children leaving the education and care service premises
102(a)(a)(b)	Safe arrival of children policies and procedures
102(a)(a)(c)	Risk assessment for the purposes of safe arrival of children policies and procedures
102(c)	Conduct a risk assessment for transporting children by the education and care service
102(d)	Authorisation for service to transport children
158	Children's attendance record must be kept by the approved provider
160	Child enrolment records to be kept by the approved provider and family day care educator
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

STATUTORY LEGISLATION & CONSIDERATIONS

[Education and Care Services National Law Act 2010 \(Amended 2023\)](#)
[Education and Care Services National Regulations \(Amended 2023\)](#)

SOURCES

Acknowledgement to Community Early Learning Australia and Childcare Centre Desktop.
 Australian Children's Education & Care Quality Authority (ACECQA). (2025).
 Australian Children's Education & Care Quality Authority (ACECQA). (2023). [Safe Arrival of Children. Policy Guidelines.](#)
 Australian Children's Education & Care Quality Authority (ACECQA). (2023). [Safe Arrival of Children. Information Sheet.](#)
 Australian Children's Education & Care Quality Authority (ACECQA). (2023). [Key NQF changes for centre-based services from 2023.](#)
 Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.](#) V2.0, 2022.
 Early Childhood Australia Code of Ethics. (2016).
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). (Amended 2023).
 Guide to the National Quality Framework. (2017). (Amended 2025). [Guide to the National Quality Framework.](#)
 Revised National Quality Standard. (Amended 2025).

RELATED POLICIES

- Acceptance and Refusal of Authorisation Policy
- Arrival and Departure Policy
- Enrolment and Orientation Policy
- Incident, Injury, Trauma and Illness Policy
- Employee Induction Policy
- Providing a Child Safe Environment Policy
- Safe Transportation Policy
- Supervision Policy

RELATED DOCUMENTS

- Safe Arrival of Children Risk Assessment
- Safe Travel Agreement Form

POLICY REVIEWED	NEXT REVIEW DATE	POLICY REVIEWED BY
OCTOBER 2025	OCTOBER 2026	Charlotte Parnaby
MODIFICATIONS	<ul style="list-style-type: none"> Annual policy maintenance Updated legislation and other links where necessary 	



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POLICY REVIEWED	PREVIOUS MODIFICATIONS	POLICY REVIEWED BY
APRIL 2024	<ul style="list-style-type: none">New policy developed in line with regulations effective from October 2023	Prue Ritchie