

Safe Arrival of Children Policy

Policy statement

We are committed to the safe arrival of children during travel between the school setting and outside school hours care. We have detailed processes, procedures and practices in this regard and ensure that all educators and staff implement them.

Background

Peak Sports and Learning will ensure that policies and procedures are in place in relation to the safe arrival of children who travel between the service and any other education service or school.

Children’s safety and wellbeing is of primary importance, Peak Sports and Learning will 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 and implementation of effective policies and procedures.

Closely related other policies include Delivery and Collection of Children from the Service Premises Policy and Safe Transportation of Children Policy.

Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
<p>Regulations: 99, 100, 101, 102, 102AAB, 102AAC, 102C, 102D, 122, 123, 161, 168, 169, 170, 171, 172.</p> <p>Law: Section 165, 167, 175</p>	Standards 2.2, 4.1, 6.1, 6.2, 7.1	<ul style="list-style-type: none"> - Delivery and Collection of Children from the Service Premises Policy - Safe Transportation of Children Policy - Enrolment Handbook - Staff Handbook - Managing Duty of Care - Non attending Children Policy - Acceptance and Refusal of Authorisations Policy - Enrolment and Orientation Policy - Administration of Medication Policy - Providing a Child Safe Environment Policy 	Child Safe Standards

Roles & Responsibilities

Approved provider:

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- 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)
- 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)
- Ensure **Incident, injury, trauma and illness policy and procedures** are implemented in the event that any incidents occur relating to the safety of children during the travel, including meeting all regulatory requirements, e.g. a child cannot be accounted for (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, 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.
- Notify the service, the families and the school or any changes to the policy, procedures and risk assessment.

Nominated Supervisor/ Responsible Person

- Implement the Safe arrival of children policy and procedures
- 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)

- 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 educators and staff are aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel
- 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 travel to and from the service premises, including relevant educator to child ratios (Regulations 122 and 123)
- Communicate any changes to the travel routine (e.g. a different walking route is proposed due to inclement weather) to educators and staff
- Ensure **Incident, injury, trauma and illness policy and procedures** are implemented in the event that any incidents occur relating to the safety of children during the travel, including meeting all regulatory requirements, e.g. a child cannot be accounted for (Regulations 86 and 87).

Educators:

- Must be aware of and follow the Safe arrival of children policy and procedures
- 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
- Must be aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel.
- Ensure **Incident, injury, trauma and illness policy and procedures** are implemented in the event that any incidents occur relating to the safety of children during the travel, including meeting all regulatory requirements, e.g. a child cannot be accounted for (Regulations 86, 87).
- 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
- Ensure all supervision requirements are met during travel to and from the service premises, including relevant educator to child ratios (regulations 122 and 123)
- Communicate any changes to the travel routine (e.g. a different walking route is proposed due to inclement weather) to other educators and the nominated supervisor.
- Be aware of the requirements should any incidents occur.

Families:

- Be aware of, contribute to and follow the **Safe arrival of children policy** and procedures including *Responsibility of Families Regarding Bookings and Notifying of Absence* below.
- Remain up to date with the service's practices related to the travel of children between the service and any other education or early childhood service, including knowledge of who holds the duty of care for children during periods of travel.
- Provide authorisations in their child's enrolment form and ensure the information is kept up-to-date.
- Communicate any changes to their circumstances that may impact the service's practices related to the travel of children between the service and any other education.
- Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

Schools:

- Be aware of, contribute to the **Safe arrival of children policy** and procedures.
- Hold the duty of care for students in the time immediately preceding school starting and offer morning supervision on school grounds from designated times, consistent with the school procedures.
- Hold the duty of care for student in the time immediately post school finishing as children transition to their after-school arrangements, including children transitioning to after school care making their way to the designated meeting area.
- Work in partnership with the service and families to support students that require additional assistance in their transfer from school to the service premises or meeting point.
- Offer appropriate support where the service requires assistance locating students that have not arrived at their designated meeting area, such as cross-checking attendances and sharing information where appropriate.
- Where school site disruptions may impact after school care transition arrangements, the school should provide as much notice as possible to the service so adequate communication to families may occur.

Procedures:

Responsibility of Families Regarding Bookings and Notifying of Absences:

- Families are required to maintain accurate booking schedules for their children using their online FullyBooked account, where making changes *with more than 24 hours notice* from the session start time.
- Where families are making changes with *less than 24 hours notice*, they need to contact our Head Office via phone or email to request.
- Our 24 hour notice period is required to ensure we can pay careful attention to staffing needs and resources at the centre. This does incur a late booking fee.
- Families should only contact our head office rather than our Educators at the centre for absences and booking requests. This reduces the likelihood of errors with Educators having to pass messages along to the office.
- Parents and Carers making requests outside of business hours are encouraged to email the administration team so their requests can be timestamped and actioned in the following business hours admin@peaksportslearning.com.au
- Families will be informed of their responsibilities regarding making bookings and notifying of absences upon enrolment and through the Enrolment Handbook.

- Additional fees may apply where there is failure to provide reasonable notification of bookings, cancellations or where children are collected late (outside service hours).

1. Before School Care – Safe Arrival at School

Safety of children during travel from Before School Care to School procedure

School drop off procedures may vary at each service. Responsible Persons will liaise with schools and families to determine specific procedures for that school and individual children. This may include delivery of kindergarten children to their classrooms on their first day or assistance for children requiring additional support. The delivery of children to their respective school, whether onsite or by transport, will only occur when the school has teachers on duty to provide school supervision. Any incidents related to the safe arrival of children will initiate a review of the Safe Arrivals Risk Assessment and procedures to manage risks and maintain the safety of children during travel to or from the service.

1a. ONSITE - Travel from Before School Care to School procedure

- Children have the option to stay at the service until the school start time, or they may be released earlier into the school site where school teachers are on duty providing supervision.
- Where parents or carers express any preference in relation to this, Educators will follow advice of families during our service operational hours.
- Kindergarten children may have additional support such as arrangements to be walked to their classroom by an Educator.
- Where children are leaving the service, they will be signed out of the digital attendance roll at the time when released into the school grounds or to their classroom.
- Head counts will be completed at minimum hourly, including at the cessation of care hours to ensure all children have been released and no children remain on the service premises.
- Once children are signed out of Before School Care, they are then under the supervision of the school.

1b. TRANSPORTATION - Travel from Before School Care to School procedure

- Where children attend a surrounding school and require bus transportation, the **Safe Transportation of Children** policy applies.
- Bus rolls will be printed to ensure accurate records are kept of children and their respective schools.
- Educators will follow transport safety procedures to ensure the children transition from the service to the bus safely.
- Bus educators will supervise and ensure children enter the school grounds safely during the transition from bus to school.
- Educators will sign out children at the time that they depart the bus and enter the school premises.
- Children will then be under the supervision of the school until school commences.
- Head counts will be completed as children enter the bus and depart the bus.
- An embarking and disembarking checklist will be completed by an Educator (other than the bus driver) for each journey to ensure a final check is completed and no children remain on the vehicle.

2. After School Care – Safe Arrival to the Service

Safety of children during travel from school to After School Care procedure:

School Pickup procedures may vary at each service. Responsible Persons will liaise with school and families to determine specific collection procedures for that school and individual children. This may include collection of kindergarten children from their classrooms, collection of children on their first day or collection of children with additional needs. Educators will acknowledge the arrival of children at the service during After School Care by recording the child's name and presence on the attendance roll. A head count will be conducted on arrival and, at minimum, hourly throughout the afternoon. These head counts are also recorded on the roll.

Site Specific Procedures: Each centre will keep an up to date after school care collection procedure that takes into account the unique needs of the service. Each centre will have their collection procedures attached to the attendance folders.

The site specific procedure will cover information such as:

- Attendance Rolls
- Meeting Point
- Where transport is relevant, also the meeting point and procedure at additional site/s.
- Kindergarten collection procedures
- Special arrangements
- Staff Allocation and roles
- Headcounts

2.1 ONSITE - Travel from School to After School Care procedure

- Children remain under the supervision of school teachers on duty as they travel to our meeting point of an afternoon.
- Children enter our care as they are acknowledged in our roll marking procedure and signed in on the attendance roll.
- Parents and carers are advised to encourage their child(ren) to go to the onsite meeting point as soon as school has finished for the day.
- Should a child who is on the attendance roll fail to arrive at their collection point when expected, they are referred to as a **"No Show"**. Educators will initiate the search procedure as outlined in *2.3 Search Procedure for child not accounted for "No show"*.
- Should a child arrive that is not on the attendance roll, but believes or is unsure if they are coming to After School Care, they are referred to as an **"Extra"**. Educators will initiate the procedure as outlined in *2.4 Arrival of Child/ren not booked "Extra"*.
- A head count is conducted and matched against the children that have been marked on the roll.
- Once all children are accounted for, they will enter the service area. Where they are required to walk one Educator will be at front of group and one Educator at rear of the group.
- Another head count will be conducted when children enter the service.

2.2 – TRANSPORTATION - Travel from School to After School Care procedure

- Parents and Carers are advised to encourage their child/ren to go to the bus collection point as soon as school has finished for the day.
- Children will wait at the bus lines under school supervision until the Peak bus has arrived for pick up.
- Educators mark their collection roll immediately at the designated school meeting point.

- Should a child who is on the attendance roll fail to arrive at their collection point when expected, they are referred to as a “**No Show**”. Educators will initiate the search procedure as outlined in *2.3 Search Procedure for child not accounted for “No show”*.
- Should a child arrive at a bus line that is not on the attendance roll, but believes or is unsure if they are coming to After School Care, they are referred to as an “**Extra**”. Educators will initiate the procedure as outlined in *2.4 Arrival of Child/ren not booked “Extra”*.
- Once all children are accounted for, they will safely embark on the bus.
- Head counts will be completed as children enter the bus and depart the bus.
- An embarking and disembarking checklist will be completed by an Educator (other than the bus driver) for each journey to ensure a final check is completed and no children remain on the vehicle.

2.3 Search Procedure for child not accounted for “No show”

- Primary parent/guardian contact numbers are stored in the centre mobile upon enrolment via the centre newsletter and all authorised nominee contact details are available on the Fullybooked online portal.
- Where a child is unaccounted for, **do not leave the pick up area – act promptly**.
- Call Head office immediately and advise full name/s of unaccounted child/ren (no shows) and any information that may have been gathered from school/siblings/teachers.
- Where practical, services may contact parents/guardians directly to confirm absences, however where there is not an immediate response, the process must be handed over to Head office for continued follow-up.
- Head office will then contact authorised nominees on the child’s enrolment to confirm attendance arrangements or further information.
- Where a prompt response is possible, approach or call the school office and ask for information regarding the child’s attendance at school.
- Where nominated contacts are unable to be reached and the school confirmed the child was **absent** from school, search efforts may be abandoned. Head office will continue attempts to contact the child’s authorised nominees to remind them of their notifying responsibilities.
- Educators will await confirmation from Head Office that the child’s absence or alternative arrangement are confirmed with the nominated contacts.
- If a child’s whereabouts is unknown by nominated contacts, educators are to initiate a search to check toilets and alternative pick-up points. Educators may approach the school to assist in search efforts where practical.
- Educators are to ensure the appropriate supervision of children at the service or meeting point is maintained.
- The service will maintain contact with the authorised nominees until the child has been located.
- Where the child remains missing the Nominated Supervisor will liaise with authorised nominees and may contact the police.
- Where necessary, the service will also contact ACECQA within 24 hours of the incident ensuring the **Incident, injury, trauma and illness policy and procedures** are followed, and where necessary the Department of Communities & Justice.
- Any incidents related to the safe arrival of children will initiate a review of the Safe Arrivals Risk Assessment and procedures to manage risks and maintain the safety of children during travel to or from the service.
- Families who fail to notify of a known absence, will incur an additional fee of \$10.

2.3.1 Additional Information related to Transport only

- Where a child remains unaccounted for at a school serviced via transport, the bus will not leave the collection site without approval from the Nominated Supervisor in conjunction with the administration team.
- The administration team can assist the Educators notifying the next schools that the bus will be running late.

2.4 Arrival of Child/ren not booked "Extra"

- Should a child who is enrolled at the service arrive that is not on the attendance roll, but believes or is unsure if they are coming to After School Care, they are referred to as an "Extra".
- Educators will call Head office immediately and advise extra child/ren full names and any information gathered from school office/siblings/teachers.
- Our service will:
 - Endeavor to make reasonable attempts to call parents or authorised persons
 - Ensure the licensed service capacity is appropriate to accommodate the child/ren
 - Ensure strict adherence to ratios and other legislative guidelines, such as enrolment and transport authorisation provided.
 - Where the capacity, bus seating and ratio are appropriate, the service will take the child to the service unless alternate arrangements are confirmed with a parent or authorised person.
 - Where the capacity, transport and ratio are not appropriate, the child will be sent to the school office and Educators will communicate with the office that the child has been referred for collection by a parent or guardian.
- Where the child is confirmed to be attending and not booked, they will be signed into our duty of care.
- Failure to notify of an After School Care booking, will incur an additional walk-in fee of \$6 in addition to a \$4 late booking fee (Total additional fee \$10).
- Where the child is not enrolled at Peak Sports & Learning, or capacity and ratio are not appropriate, Educators will follow the ***Managing Duty of Care - Non attending Children Policy***.

3. Extra-curricular / externally run activities.

Children may participate at times in extra curricular or external activities to Peak Sports & Learning. Educators can support children attending these activities when they occur on site only.

Written authorisation from the child's parent or authorised nominee named in the enrolment will be sought through a "Extra Curricular/External Activity Permission Note" which includes:

- Activity Name
- Time & Duration
- Building / Area
- Authorisation to sign the child out of care for the purpose of attending an Extra Curricular/External Activity.
- Clarification of requirement to return to Peak after activity.
- Clarification who will escort the child to/from activity either being Peak Educators or Activity organisers.

For less regular external activities which may include school events such as P&C run discos etc, written authorisation of the child's parent or authorised nominee named in the enrolment will be sought to sign the child out of care and clarification if they are to return to the service. Children will be accompanied by Peak Educators when travelling or transferring from one area of the school to the other.

4. Safe Arrivals Risk Assessment

Each service will maintain a Risk Assessment related to the Safe Arrivals of children. This should identify specific information related to the safe arrivals of children travelling between the service and school or extra-curricular activities where relevant.

This risk assessment will include a *Plan of action to manage any gaps identified in risk assessment*. This allows continual reflection to record any newly identified hazards and how they will be eliminated or controlled.

5. Additional fees related to Safe Arrival of Children

Additional fees will apply as outlined in the Enrolment Handbook.

After School Care Search Fee

Where a search has been initiated due to a failure to notify of a known absence, families will incur an additional fee of \$10.

After School Care Walk In Fee

Failure to notify of a booking, will incur an walk-in fee of \$6 in addition to a \$4 late booking fee (Total additional fee \$10).

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	September 2023	September 2024	Directors	<p>Creation of Safe arrival of Children policy, Regulatory change 1st Oct 2023.</p> <p>Transfer of ASC pickup procedure information as more relevant to safe arrival of children.</p> <p>Delivery and Collection Policy changed to be called Delivery and Collection of Children from the Service Policy</p>
2	September 2024	September 2025	Directors	<p>Added extra clarification to link three related Policies:</p> <p>Safe Arrivals of Children Policy</p> <p>Delivery and Collection of Children from the Service Policy</p> <p>Safe Transportation of Children Policy.</p>