

(Revised September 2025)

Policy Statement:

In providing access to the Service for families, children and young people, the Service is committed to ensuring the safe arrival and settling of children and young people in our care, whether this be from home or after the school day. Other members of the community, professionals and children and young people will be provided access to the Service where it enhances the quality of the program, protects the welfare and rights of children and young people and staff and provides training and experience to members of the Children's Services field.

Mueller College Outside School Hours Care (OSHC) Service will not discriminate against families, will ensure the safety and care of children and young people at the Service, and will protect the custodial rights of parents &/or legal guardians. The Service acknowledges the diverse and changing circumstances of children and young people's families and shall endeavour to implement a best practice approach to managing the duty of care whilst respecting the needs of parents/ guardians and the legal environment surrounding family obligations.

Background:

This policy has been developed in accordance with the Education and Care Services National Regulations and the National Quality Standard, Quality Area 2 – Children's Health and Safety. Mueller College Outside School Hours Care is committed to ensuring the safe arrival and departure of all children and young people in care. Procedures are designed to maintain accurate attendance records, uphold clear supervision, and support families through consistent routines that promote security and well-being for every child or young person. The Service acknowledges that smooth transitions between home, school, and OSHC are essential to a child or young person's sense of belonging and safety.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer, who engage daily with the child or young person in the home environment.
Approved Provider	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
Nominated Supervisor	The person responsible for daily Service operations and ensuring that this policy is implemented.
Authorised Nominee	A person (over 18) who has been given written permission by the child's parent/guardian to collect the child from the Service.
Person in charge	The responsible Educator oversees safe escort, attendance, and supervision processes during each session.
Xplor	The Service's digital management system for enrolments, attendance, authorisations, and communication with families.
Transition support	The tailored process of helping children and young people settle during arrival or departure through communication, reassurance, and consistency.

Legislation:

National Quality Standard (NQS):

- Quality Area **2: Children's Health & Safety**
4: Staffing Arrangements
6: Collaborative Partnerships with Families & Communities
7: Governance & Leadership

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.
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained, and families are supported in their parenting role.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
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

84	<p>Awareness of child protection law</p> <p>(1) The approved provider of an education and care service must ensure that a person specified in subregulation (2) who works with children is advised of—</p> <ul style="list-style-type: none"> (a) the existence and application of the current child protection law; and (b) any obligations that the person may have under that law. <p>Penalty: \$1100.</p> <p>(2) The following persons are specified—</p> <ul style="list-style-type: none"> (a) a nominated supervisor of the service; (b) a staff member of the service; (c) a volunteer at the service; (d) a student who participates in the service. <p>Note—</p> <p>A compliance direction may be issued for failure to comply with subregulation (1).</p>
99	<p>Children leaving the education and care service premises</p> <p>(1) The approved provider of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).</p> <p>Penalty: \$2200.</p> <p>(2) A nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).</p> <p>Penalty: \$2200.</p> <p>(3) A family day care educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service does not leave the residence or approved family day care venue except in accordance with subregulation (4).</p> <p>Penalty: \$2200.</p> <p>(4) The child may only leave the relevant premises if the child—</p> <ul style="list-style-type: none"> (a) is given into the care of— <ul style="list-style-type: none"> (i) a parent of the child; or (ii) an authorised nominee named in the child's enrolment record; or (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or (b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or (c) is taken on an excursion in accordance with this Division; or (ca) is transported by the service or on transportation arranged by the service in accordance with Division 7; or (d) is given into the care of a person or taken outside the premises— <ul style="list-style-type: none"> (i) because the child requires medical, hospital or ambulance care or treatment; or (ii) because of another emergency. <p>(5) In this regulation parent does not include a parent who is prohibited by a court order from having contact with the child.</p>
123	<p>Educator to child ratios—centre-based services</p> <p>(1) The minimum number of educators required to educate and care for children at a centre-based service is to be calculated in accordance with the following ratios—</p> <ul style="list-style-type: none"> (a) for children from birth to 24 months of age—1 educator to 4 children; (b) for children over 24 months and less than 36 months of age—1 educator to 5 children; (c) for children aged 36 months of age or over (not including children over preschool age)—1 educator to 11 children; (d) for children over preschool age, 1 educator to 15 children. <p>(2) If children being educated and cared for at a centre-based service are of mixed ages the minimum number of educators for the children must meet the requirements of subregulation (1) at all times.</p>

	<p>(3) If an early childhood teacher or a suitably qualified person is required under Division 5 to be in attendance at a centre-based service, subject to regulation 122 that early childhood teacher or suitably qualified person is counted as an educator at the service for the purposes of this regulation.</p> <p>(4) If a centre-based service is required under regulation 130 or 131 to have access to an early childhood teacher for a period, subject to regulation 122 that teacher is counted as an educator at the service for the purposes of this regulation.</p> <p>(5) In subregulations (1) and (2) a reference to children does not include a child who is, or 2 or more children from the same family who are, educated and cared for at a centre-based service in an emergency for a period of not more than 2 consecutive days on which the service operates.</p> <p>Examples.</p> <p>1 A child is determined to be in need of protection under a child protection order.</p> <p>2 The parent of a child needs urgent health care that prevents them caring for the child.</p> <p>(6) An approved provider of a centre-based service must not permit an additional child or additional children to be educated and cared for at the service in an emergency in the circumstances set out in subsection (5) unless the approved provider is satisfied on reasonable grounds that this will not affect the health, safety and wellbeing of all the children attending the service.</p>
157	<p>Access for parents</p> <p>(1) The approved provider of an education and care service must ensure that a parent of a child being educated and cared for by the service may enter the education and care service premises at any time that the child is being educated and cared for by the service. Penalty: \$1100.</p> <p>(2) A nominated supervisor of an education and care service must ensure that a parent of a child being educated and cared for by the service may enter the education and care service premises at any time that the child is being educated and cared for by the service. Penalty: \$1100.</p> <p>(3) A family day care educator must not prevent a parent of a child being educated and cared for by the educator as part of a family day care service from entering the family day care residence or approved family day care venue at any time that the child is being educated and cared for by the educator. Penalty: \$1100.</p> <p>(4) Despite subregulations (1) to (3), the approved provider, nominated supervisor or family day care educator is not required to allow a parent to enter the education and care service premises if—</p> <p>(a) permitting the parent's entry would—</p> <p>(i) pose a risk to the safety of the children and staff of the education and care service; or</p> <p>(ii) conflict with any duty of the provider, supervisor or educator under the Law; or</p> <p>(b) the provider, supervisor or family day care educator reasonably believes that permitting the parent's entry would contravene a court order.</p>

Education and Care Services National Law

167	<p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. Penalty: \$11 400, in the case of an individual. \$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. Penalty: \$11 400.</p>
-----	--

Principles:

Mueller College OSHC will provide systems to ensure children and young people's safety in both the arrival and departure of all children and young people before-school care, after-school care and Vacation care settings. The Service has considered the risks involved with the safe arrival of children and young people, and the risk assessment is available at the Service. We are committed to ensuring all families and visitors contribute by upholding the policy as outlined below.

Acceptance and Refusal of Authorisation

Mueller College Outside School Hours Care requires authorisation for actions such as the administration of medications, the collection of children and young people and providing access to personal records.

Authorisations apply to the:

- A collection of children and young people
- administration of medication

- the attendance of children and young people
 - access to records
- Documentation relating to authorisations must contain:
 - the name of the child or young person enrolled at the service
 - the date
 - signature of the child or young person's parent/guardian, or nominated contact person who is on the enrolment form
- A record of attendance kept at the Outside School Hours Care Service includes the full name of each child or young person attending as they appear on their Centrelink statement, arrival and departure times, and electronic authorisation of the person who delivers and collects the child or young person.
- Children and young people will only be permitted to leave the Service with their parents/guardians or adults who have been acknowledged in writing as authorised to collect them.
- In the event that the educator does not know the person collecting the child or young person (but they are on the authorised collection list), the person will be required to produce proof of identity.
- Medication, other than paracetamol as outlined in the Service enrolment, will only be administered by educators if a "Medication Request" Form has been completed and signed by the parent/guardian.
- The compliance may be waived where a child or young person requires emergency medical treatment for conditions such as anaphylaxis or asthma, and staff are directed by a health care professional to administer the medication.
- Custodial parents/guardians are able to access their personal information that the Outside School Hours Care hold, attached to their account only, by requesting the Nominated supervisor.
- Authorisations which parents/guardians may give written permission for are for:
 - applying sunscreen
 - applying insect repellent
 - administration of an auto-injector (in the case of anaphylaxis)
 - administration of Ventolin or Asmol in the case of an emergency
 - taking photographs of their child or young person
 - displaying photographs of their child or young person
 - use of technology
 - participation in incursions
 - participation in emergency procedure practices
 - administering Panadol if required (if possible, parents legal guardians' are contacted first before administering Panadol)
- All authorisations are kept in the enrolment records stored on the cloud-based software Xplor and in a locked file at the Service.
- The Service has the right of refusal if written and verbal authorisations do not comply.

Court Orders and the Release of children and young people in Care

- The Service will request that all families provide, upon enrolment of their child or young person, certified copies of any legal documents and orders which may impact the Service to implement a duty of care.

- The Service will request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents and orders which may impact the Service to implement a duty of care.
- The Service will inform all educators of the intent of the court orders, how they apply to them and their impact on their capacity to manage their own duty of care and that of the Service towards the children and young people and their families.
- The Service will endeavour to release children and young people within the conditions as outlined in the certified documents and/or orders.
- The Service educators will take a best practice approach to managing the needs of children and young people and families with care and sensitivity, and work with families to support them in the provision of care for their child or young person.
- The Service educators will respect and maintain the confidential nature of the documents through the application of privacy laws.
- In the absence of a Court Order (sighted by the Director), the child or young person will be released to either parent/guardian.
- Should a court order be provided stating that both parents/ guardians have custody at different times, the Service will not claim responsibility for specific parental days unless clearly outlined date by date in the orders. As both parents/ guardians are deemed to still have access to the child or young person, either parent/ guardian will be permitted to collect them.
- Should the orders indicate the child or young person is in the custody of one parent/ guardian only, the staff will make all reasonable efforts to discourage the unauthorised parent/ guardian from collecting. Should the situation become threatening, the staff will not be able to enforce the orders, and the custodial parent/ guardian will be notified that the child or young person has been collected.
- Should the child or young person be under child protection from one of the parents/guardians, every effort will be made to keep the child or young person safe while diffusing the situation. If the parent/ guardian for whom the order is against attempts to take the child or young person, the police will be notified.
- Where a child or young person attending the Service is not living with both parents/guardians, or where disputes arise in relation to the responsibility of the child or young person, the following will apply:
 - Parental responsibility remains with both parents/guardians jointly and individually, except where it is altered by a Court Order. In the absence of a Court Order (sighted by the Nominated supervisor), the child or young person will be released to either parent/guardian.
 - It is not the responsibility of OSHC staff to follow family court orders that outline week-on-week off arrangements unless specific dates are outlined in the order. As both parents/guardians are deemed to still have access to the child or young person, either parent/ guardian will be permitted to collect them.
 - A Parenting Order may determine where the child or young person will reside (Residence Order), which parent/guardian will have contact with the child or young person, and how this contact will happen (Contact Order), which parent/guardian has maintenance liabilities for the child or young person (Maintenance Order) and where there are specific aspects of parental responsibility given to one parent/guardian (Specific Issues Order).

- Where a non-enrolling parent/ guardian refers to a Parenting Order giving them lawful access to the child or young person, the Parenting Order needs to be produced for inspection by the Nominated Supervisor. The enrolling parent/ guardian will be telephoned both to check the existence of the Parenting Order and to be informed about the situation.
- The child or young person will only be released into the care of the parent/guardian with parental responsibility for the child/young person, or other person specifically authorised by that parent/guardian, except when the Office for Early Childhood Education and Care or Police specifically direct otherwise under the provisions of the Child Welfare Act.
- In the case of a child or young person of a defacto de factorship, the mother of the child or young person has legal custody and guardianship of them, unless a current Court Order is giving the father some of these rights.
- In the case of a parent/guardian with parental responsibility for a child or young person arriving at the Service to collect the child or young person in a visibly intoxicated or unfit state to drive, the parent/guardian will be encouraged to contact an alternative adult to drive him/her and the child or young person home or the Service will offer to call a taxi. If the parent/guardian insists on taking the child or young person, the police will be informed.

(Where human life is at risk, any part of the above may not be able to be complied with. In such circumstances police will be immediately informed.)

Procedure:

When bringing a child or young person into the care environment.

Families will:

- Enter only through the designated front door of the Service and ensure all sign-ins are completed on the Xplor device (or paper form in case of technical difficulties). Families are not permitted to attempt entry from any other door within the service.
- Accompany their child or young person into the Service and assist them with storing their belongings in lockers or the designated areas.
- Say goodbye to their child or young person promptly and kindly, allowing educators to help settle any child or young person who is reluctant or upset. Families are encouraged not to linger, as educators will support children and young people with gentle reassurance and settling strategies.
- Notify the Service in writing if someone under 18 will be responsible for drop-off; such arrangements must be pre-approved by the Nominated Supervisor.
- Understand that Prep children are escorted early to the back playground, where the duty of care is transferred to the teachers and teacher aides on duty.

Children and Young People will:

- Place their bags and belongings away responsibly.
- Follow the educator's directions for transition and attendance routines including procedures of lining up and moving to necessary space.

Educators will:

- Greet each family warmly and ensure accurate electronic sign-in for each child or young person.

- Supervise all sign-ins and ensure families do not enter through alternate access points.
- Gently encourage children and young people to settle and communicate with families about their child or young person's comfort and well-being.
- Support children and young people who experience separation distress through distraction, tasks, or comfort strategies, and notify parent/guardians after 30 minutes to confirm the child or young person has settled.
- Ensure accurate attendance marking for excursions and daily supervision lists.
- Maintain the escort routine for Prep children and ensure the duty of care is formally handed to school staff when dropping off at the back playground.
- Communicate any attendance or safety concerns to the Nominated Supervisor.

The Nominated Supervisor and Approved provider will:

- Oversee all transitions, ensuring compliance with escort and safety procedures.
- Confirm attendance documentation is accurate and compliant.
- Approve and document any alternate drop-off arrangements.
- Review attendance data daily to ensure accuracy for Centrelink submissions.
- Share the 'Arrival and Departure Policy and Procedure' with all employees upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.
- Additional professional development will be provided as needed and during review processes.

When collecting a child or young person from the care environment

Families will:

- Collect their child or young person through the front door only and sign their child or young person out before entering other rooms or areas.
- sign-out should be completed on the Xplor device (or paper form in case of technical difficulties).
- Refrain from collecting children and young people directly from play areas or alternate rooms before signing out and confirming with staff.
- Understand all children and young people must be collected by an previously nominated persons over the age of 18.
- Advise the Service promptly of any changes to collection authorisations through Xplor or by written form.
- Respect staff routines and avoid extended stays in the room to maintain calm transitions for all children and young people.
- Assist children and young people to gather belongings and keep children and young people as exiting the premises.

Children and Young People will:

- For Prep, Year 1 and 2, wait in their classrooms for OSHC educators to escort them to the Service.

- Children and young people from Year 3 and above will walk independently to OSHC via the approved route (see Service map).
- Follow safety rules for movement between school and OSHC and notify staff if unsure about bookings or collection arrangements.
- Stay with their collector once signed out and exit the care environment.

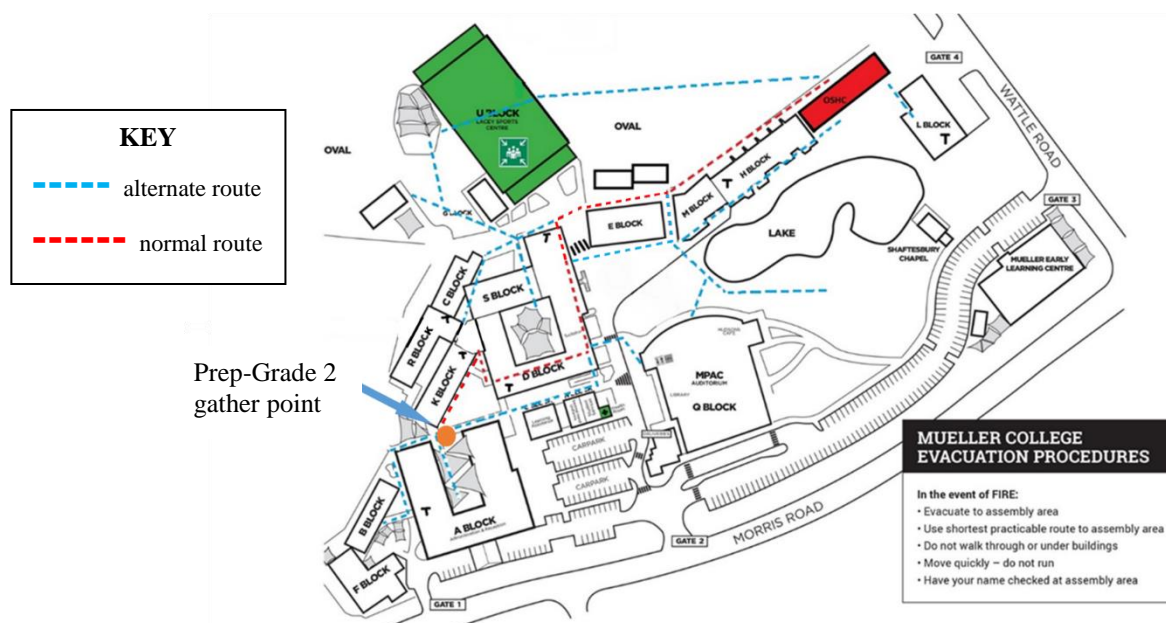
Educators will:

- Escort Prep to Year 2 children and young people from classrooms after school, ensuring they are collected after most families have left to reduce congestion and anxiety.
- Supervise all areas during transition and uphold authorised collection rules.
- Support the “front door only” entry/exit and ensure families sign out before collection.
- Supervise all sign-outs are by approved adults only and ensure families do not enter through alternate access points.
- Record all departures accurately on Xplor.
- Ensure any children and young people not accounted for are located through communication with school staff, parents/guardians, or Student Services, following escalation procedures if necessary.

The Nominated Supervisor and Approved Provider will:

- Oversee all sign-in/out procedures.
- Monitor daily departure records to confirm accuracy and follow up on any discrepancies.
- Ensure all missing children and young people procedures are followed immediately when required as per Service emergency and reporting policies and procedures.
- Ensure communication is clear regarding late arrivals or alternative collection arrangements.
- Liaise with school leadership and administrative staff to ensure safe handover of duty of care.
- Share the ‘Arrival and Departure Policy and Procedure’ with all employees upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.
- Additional professional development will be provided as needed and during review processes.

Service map (Potential escort routes)



See also:

- Mueller OSHC Fees & Cancellation Policy & Procedures
- Mueller OSHC Visitor Policy & Procedure
- Mueller OSHC Extra-Curricular Activity Policy & Procedure
- Mueller OSHC Escorting Policy & Procedure
- Mueller OSHC Priority of Access Policy & Procedure
- Mueller OSHC Family Conduct Policy & Procedure
- Mueller OSHC Providing a Child Safe Environment Policy & Procedure
- Mueller OSHC Child Protection Policy & Procedure
- Mueller OSHC Notification & Reporting Policy & Procedure
- Mueller OSHC Privacy & Confidentiality Policy & Procedure
- Mueller OSHC Missing Persons Policy & Procedure
- Mueller OSHC General Risk Assessments

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025
- My Time, Our Place – Framework for School Age Care in Australia – Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments. Ver 2.0, Revised 2022
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)

REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	19/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.3		
MODIFICATIONS	<ul style="list-style-type: none"> Addition of new Prep pick up procedure Addition of family pick up through the service front door. 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		REVIEW DATE
	<ul style="list-style-type: none"> Updated references Addition of the review table 		Dec 2024
	<ul style="list-style-type: none"> Option for drop off and pick up by persons under 18. 		April 2025