

Safe Arrival of Children Policy and Procedure

National Quality Standard

Element	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	6.2.1	Transitions - Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities
	7.1.2	Management systems - Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities - Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

National Law

Section	165	Offence to inadequately supervise children
	167	Offence relating to protection of children from harm and hazards
	174	Offence to fail to notify certain information to Regulatory Authority
	175	Offence relating to requirement to keep enrolment and other documents

National Regulations

Regs	4	Definitions
	99	Children leaving the education and care premises
	102AA	Definitions
	102AAB	Safe arrival of children policies and procedures
	102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
	102B	Transport risk assessment must be conducted before service transports child
	102C	Conduct of risk assessment for transporting of children by the education and care service
	102D	Authorisation for service to transport children
	122	Educators must be working directly with children to be included in ratios
	123	Educator to child ratios
	161	Authorisations to be kept in enrolment record
	168	Education and care service must have policies and procedures
	168(2)(f)	Delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99
	168(2)(ga)	Education and care service must have policies and procedures in relation to transportation if service transports or arranges transportation of children other than as part of excursion
	168(2)(gb)	Education and care service must have policies and procedures in relation to the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA
	170	Policies and procedures to be followed
	171	Policies and procedures to be kept available
	172	Notification of change to policies and procedures

My Time, Our Place (MTOP)

Outcome 3	Children and young people have a strong sense of wellbeing <ul style="list-style-type: none">• Children and young people become strong in their social, emotional and mental wellbeing• Children and young people are aware of and develop strategies to support their own mental and physical health, and personal safety
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Aim

To ensure the safety and well-being of children who are moving to, from and between our service and other education or early childhood services.

Intersection with other policies

Acceptance and Refusal of Authorisations
Additional Needs Policy
Administration of Authorised Medication Policy
Continuity of Education and Care Policy
Child Safe Policy
Delivery and Collection of Children Policy
Excursion Policy
Incident Injury Trauma and Illness Policy
Orientation for Children Policy
Parental Interaction and Involvement in the Service Policy
Staffing Arrangements Policy
Transport Policy and Procedure

Definitions

“Authorised nominee” - a person who has been given permission by a parent or family member to collect the child from the service or the family day care educator. Source: [National Law \(Section 170\)](#)

“Duty of Care” - a legal obligation to avoid causing harm and arises where harm is 'reasonably foreseeable' if care is not taken. Source: [Legal Services Commission of South Australia definition](#)

“Education or early childhood service” - means: a) a school; b) an education and care service; c) a children’s service; or (d) any other service which provides education or care to children. Source: [National Regulations \(Reg 102AA\)](#)

“Harm” - Physical or mental injury; hurt. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

“Hazard” - a danger or risk, even though often foreseeable. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

“Parent” - in relation to the child, includes: a guardian of the child; and a person who has parental responsibility for the child under a decision or order of a court. For regulation 99, ‘parent’ does not include a parent who is prohibited from having contact with the child. Source: [National Law \(Definitions\)](#)

“Risk” - Exposure to the chance of injury or loss; a hazard or dangerous chance. Source: [ACECQA Policy Guidelines: Emergency and Evacuation](#)

“*Risk assessment*” - assessing the risk means working out how likely it is that a hazard will harm someone and how serious the harm could be. Source: [ACECQA Risk assessment template: Excursions](#)

“*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, child applies in scenarios where services are transporting children, including between an education and care service premises and another location, for example their home, school, or a place of excursion. Source: [Guide to the NQF \(Transportation\)](#)

Our service

Chabad Youth OSHC does not pick up children or provide transportation of their children to the service. Each child arrives at our Service by private arrangement. If children have not arrived within 10 minutes of our service commencing, and parents have not notified us in advance that their child will be absent, we follow up by calling the school to ask if they attended school that day and/or follow up with a phone call to the parents.

At Chabad Youth OSHC, educators and staff will remind parents/guardians of the dangers of leaving other children unattended in vehicles and encourage them to bring those children with them when dropping off or collecting a child enrolled at the service.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed to accept children before this time.

All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator.

An educator will greet and receive each child to ensure the child is cared for at all times.

Implementation

Chabad Youth OSHC does not provide transportation of their children to the Service. However, if we would provide transport, we would follow the following policy.

We are required under the *Regulations* to have policies and procedures in place for these times. Our policies and procedures must be informed by regular risk assessments that consider a range of specific risks to children who are travelling between services.

The *Regulations* also require our service to consult with staff, parents and children (if applicable) during the preparation of our *Safe Arrival of Children Policy and Procedure*. (Consultation Guidelines are at **Appendix C**)

The times when children are travelling to and away from our service can be busy and there may be hazards along on the way. Without the right systems, there is a risk to the safety and well-being of children. Thorough risk assessments, defined roles and responsibilities for staff and volunteers, clear

procedures and plans, training, and clear communication are the measures we have in place to protect the children and ensure they arrive at their destination safely. Specifically:

- Our risk assessment of children travelling between our service and another will be conducted at least every 12 months and more often if needed. It will identify risks and lay out ways to eliminate or reduce the possibility of harm
- We have defined the responsibilities of everyone who has a role in ensuring the safe arrival of the children at each service. This includes having the nominated supervisor communicate to staff/volunteers and families which educator holds the duty of care during travel and the arrangements should that person be unavailable for the period of travel
- Our policies and procedures must be understood and followed by staff (at each service) and families. This means that we have systems in place for clear communication, staff receive practical training, and families are informed of the travel procedures at orientation and other times where appropriate. We also have processes for keeping the right records and strive to continually improve our processes through regular reviews
- Our service collaborates with families and staff when we are making decisions about how to keep children safe during travel between services
- A record of all risk assessments conducted are kept and our policies and procedures are readily accessible and available for inspection.

Risk assessments

We must conduct a risk assessment of any travel between our service and another education or early childhood service *at least once every 12 months and soon as practicable after becoming aware of any circumstances that may affect the safe arrival of children*. A record of each risk assessment conducted must be kept, in line with our regulatory obligations.

We must ensure that children are protected from any risks identified in the risk assessments our service conducts, and newly identified risks are communicated to the approved provider as soon as practicable.

Risk assessment areas to consider

The risk assessment must identify and assess risks that the travel may pose to the safety, health and wellbeing of any child who is moving between services. It must specify how the risks will be minimised and managed and must consider:

Physical environment, health and safety

- The proposed route and destination, including any proximity to harm and hazards (may include, for example, sun protection measures)
- Any water hazards and associated risks
- Duration of travel
- Items that should be taken

Children's needs

- Individual needs of the children:
 - The children's ages, developmental stages, including whether they are mobile and their capacity to travel by foot
 - Any additional or health care needs or medical conditions that need to be managed

- How children will be supported and made to feel safe during travel (e.g., near roads/crossings)

Processes

- The process for entering and exiting:
 - The service premises
 - The pick-up location or destination (as required)
 - The procedure to be followed by the service to ensure the child leaves in accordance with regulations and our *Delivery and Collection of Children Policy*; including, for example, obtaining authorisations for collecting children, maintaining attendance records
- How each child will be accounted for before, during and after travel
- The steps that will be taken if a child is missing/unaccounted for

Staffing arrangements, roles and responsibilities

- The number of educators/responsible adults and children (and ratio) and the process for determining who is responsible for the children's safety at each service
- Whether extra adults are required for supervision/safety - educator to child ratios are minimum requirements. Consider discussing supervision strategies at a staff meeting (e.g., sourcing high viz vests and ropes which children can hold on to)
- Any specific skills required from educators, including the capacity to respond to medical or other emergencies
- The role and responsibilities of: the nominated supervisor of each service that is delivering or receiving children; the child's parent; an authorised nominee in the child's enrolment record; and anyone who is authorised in writing by the child's parent or the authorised nominee named in the child's enrolment record. Roles and responsibilities of other staff members involved should also be considered.
- The role and responsibilities of the service of which the child is entering or leaving
- The process for unexpected changes in staffing arrangements occur (e.g., due to illness or other unplanned leave)

Communication

- Communication arrangements between the service the child is leaving and the service the child is entering, including if a child is missing or can't be accounted for during the child's travel. Other communication arrangements that should be considered are:
 - details and methods for contacting staff members
 - if any new risks identified
 - for absent children
 - related to authorisations, record keeping
 - emergency procedures
 - for stakeholders outside the services who may be involved (such as sports coaches, tutors)
- Communication arrangements for staff and families about who holds the duty of care at each service during travel

- Communication methods for collaborating with staff, children and families on decisions about managing risk and our procedures and policies

Other policies and procedures

The risk assessment should also consider how other relevant policies intersect with the risk management of children travelling between education and care services; in particular, if transport is involved, road and driveway safety, responding to incidents, staffing arrangements, delivery and collection of children, excursions procedures.

Updating risk assessments and communicating changes

If circumstances that may affect the routine travel arrangements change, the approved provider has the ultimate responsibility to:

- Update the risk assessment and the *Safe Arrival Policy and Procedure* as soon as is practicable (if necessary)
- Ensure any new risks and proposals for mitigating them are communicated to, and made in consultation with, staff, the other service/s and families (and in line with regulations for notifying families about changes)
- Communicate the changes to the nominated supervisor of any other education or early childhood service involved in the children's travel
- Obtain new authorisations from parents/authorised nominees (if the arrangements or risks have changed substantially)

Educators and other staff have a responsibility to inform the approved provider and/or nominated supervisor of any changes or new risks they identify. Families should communicate any changes that may impact our procedures for travelling between services (e.g., absences, early collection, injuries).

Some examples of changed circumstances are:

- Weather conditions (summer versus winter, extreme weather events like heatwaves, floods and bushfires)
- Changes in routes for example because of road works
- The numbers and vulnerabilities of children
- Changes to physical infrastructure at a service (renovations, access arrangements)

Safe Arrival of Children Procedure

The nominated supervisor will implement, and educators will always follow, the *Safe Arrival of Children Procedure* at **Appendix A** to eliminate or minimise any risks associated with travel between education and services and any other education or early childhood service and ensure compliance with all regulations.

Authorisations for travel

Written authorisation for a child to travel between services must be given by a parent or other person named in the child's enrolment record as having authority to authorise the travel unless the

arrangement is regular travel between services and there is an authorisation which is less than 12 months old. The authorisation will include:

- Child's name
- If it is regular travel between services, a description of which days and when the child is to travel
- If it is not regular travel between services, the dates and times of travel
- Destination
- Means of travel. If transport involved, the means of transport, and any requirements for seatbelts or safety restraints under the relevant state/territory law (see Transport Policy and Procedure)
- How long the child will be away from the service
- Expected number of children who will be travelling between services at the same time
- Expected ratio of educators to children
- Expected number of additional adults who will be attending
- Items child required to bring from home
- Advice that the risk assessment is available at service

The rules about when, and with whom, children are allowed to leave our premises - as set out in our *Delivery and Collection of Children Policy* – must always be followed.

Record keeping and accounting

Educators must keep accurate attendance records that show each child's name, the time and date of arrival and departure, and the signature of the person who collects/delivers the child and a nominated supervisor/educator (see also our *Record Keeping and Retention Policy*).

Records of children travelling between services must be kept and:

- Confirm each child was accounted for when departing and arriving at the service premises
- State how each child was accounted for at the service premises
- Be made immediately and include the time, date, full name and signature of the person/s responsible for the children during travel

The service will also keep records of any risk assessments conducted and associated consultation with staff and families.

Information sharing, training and monitoring

The nominated supervisor will include the *Safe Arrival of Children Policy and Procedure* in staff inductions and ensure all relevant staff receive practical training in relation to the requirements, including how to identify and manage risks. The nominated supervisor also implements an ongoing training program tailored to each staff member's needs and goals, which are identified through regular performance reviews.

Where children are regularly travelling between services, the nominated supervisor will diarise a rehearsal of the procedures at least once every 3 months, and maintain written records of the rehearsals and staff training.

At orientation, parents will be provided with the *Safe Arrival of Children Policy and Procedure*. The nominated supervisor will communicate to staff and families which educator has the duty of care for the children while they are travelling to or from our service and what happens if this person is unavailable at any given time (e.g., during planned or unplanned leave).

The approved provider and nominated supervisor will monitor staff to ensure they are following our policies and procedures for the safe arrival of children. The nominated supervisor will act quickly to fix any issues and will give staff any extra support or training they need to comply. Volunteers and students are also required to comply with all service policies and procedures.

Staff, volunteers and families can access to the risk assessments we conduct.

Roles and responsibilities

Everyone who is involved in children’s travel to and from other services must their role and responsibilities in the *Safe Arrival of Children Policy and Procedure*.

As part of the risk assessment control measures, the nominated supervisor will appoint a lead educator/supervisor to be responsible for ensuring travel between services runs smoothly and children are adequately supervised. The nominated supervisor will inform staff and families who the responsible educator is and the arrangements for when that person is unavailable.

Responsibilities	Roles
Ensure our Service meets its obligations under the <i>Education and Care Services National Law and Regulations</i> and ensure the safe arrival of children who travel between our service and other education or early childhood services.	Approved Provider Nominated Supervisor
Take every reasonable precaution to protect children from harm and hazards likely to cause injury.	Approved Provider Nominated Supervisor
Ensure that children are adequately supervised at all times they are in our care.	Approved Provider Nominated Supervisor
Consult with staff, parents and children in preparing our safe arrive of children policies and procedures.	Approved Provider
Keep relevant documents prescribed by the <i>National Laws and Regulations</i> and make them available for inspection. These include but are not limited to: <ul style="list-style-type: none"> • Our <i>Safe Arrival of Children Policy and Procedures</i> • Enrolment records and authorisations • Attendance records • Incident, injury, trauma and illness records • Risk assessments 	Approved Provider
Ensure that our service has policies and procedures in place for children’s travel between services that address specific areas set out in <i>the National Regulations - I.e., this Safe Arrival of Children and Procedure</i> needs to be in place.	Approved Provider
Take reasonable steps to ensure that nominated supervisors, staff and volunteers follow, and can easily access, the <i>Safe Arrival of Children Policy and Procedures</i> , including by: <ul style="list-style-type: none"> • Providing information, training and other resources and support • Providing this <i>Policy and Procedures</i> at induction • Clearly defining and communicating roles and responsibilities for implementing this <i>Policy and Procedures</i>, and communicating to staff/volunteers and families who has the duty of care for children during periods of travel • Communicating changes to routines and policies • Monitoring and auditing of staff practices and addressing non-compliance quickly • Regularly reviewing this <i>Policy and Procedures</i> This <i>Policy and Procedures</i> must also be available for inspection.	Approved Provider

<p>Notify families at least 14 days before changing <i>Safe Arrival of Children Policy and Procedures</i> if the changes will:</p> <ul style="list-style-type: none"> • Affect the fees the 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. 	Approved Provider
Implement the <i>Safe Arrival of Children Policy and Procedures</i> and appoint a lead educator/supervisor to be responsible for the children travelling.	Nominated Supervisor
Be aware of and follow the <i>Safe Arrival of Children Policy and Procedures</i> .	Educators Families
Ensure an attendance record is kept of each child's name, the date and time they arrive/depart, and the signature of the person who delivers/collects the child and a nominated supervisor/educator.	Approved Provider (ultimate responsibility) Nominated Supervisor Educators
<ul style="list-style-type: none"> • Ensure risk assessments are conducted to identify and assess any risks of children travelling between education and care services may pose to the safety, health or well-being of the child, in accordance with regulations and having regard to all the areas covered in Risk Assessment section of this Policy. The risk assessment must specify how the risks will be managed and minimised. • Ensure a risk assessment is conducted at least once every 12 months and as soon as practicable after becoming aware of any circumstance that may affect the safe arrival of children and update our policies and procedures accordingly. • Keep a record of all risk assessments conducted. • Ensure staff are aware of and can access/use the risk assessment to manage risks and ensure the safety of children travelling between the services. 	Approved Provider (ultimate responsibility) Nominated Supervisor
Be aware of and use the risk assessment to eliminate/minimise risks and ensure the safety of children travelling between the services.	Educators
<p>Only allow children to leave our service in accordance with regulations and our:</p> <ul style="list-style-type: none"> • <i>Delivery and Collection Policy</i> • <i>Excursion Policy and Procedures</i> • <i>Transport Policy and Procedures</i> • <i>Incident, Injury, Trauma and Illness Policy</i> 	Approved Provider Nominated Supervisor
<p>Follow the systems that are in place so that children only leave our service in accordance with our:</p> <ul style="list-style-type: none"> • <i>Delivery and Collection Policy</i> • <i>Excursion Policy</i> • <i>Transport Policy</i> • <i>Incident, Injury, Trauma and Illness Policy</i> 	Educators Families
Ensure an enrolment record for each child is kept in accordance with regulations, including authorisations from families (see our <i>Record Keeping and Retention Policy</i>).	Approved Provider (ultimate responsibility) Nominated Supervisor
Ensure children are adequately supervised during the delivery to, and collection from, our service in accordance with regulations, including applicable educator to child ratios (see our <i>Staffing Arrangements Policy</i>).	Approved Provider Nominated Supervisor
Properly supervise children during the delivery to, and collection from, our service	Educators
Ensure our service responds in accordance with regulations, and our policies and procedures, if any incidents occur during departure/arrive/travel (see our <i>Incident, Injury, Trauma and Illness Policy</i>).	Approved Provider (ultimate responsibility) Nominated Supervisor
Be aware of requirements, and follow our policies and procedures, if any incidents occur during departure/arrive/travel (see our <i>Incident, Injury, Trauma and Illness Policy</i>).	Nominated Supervisor Educators
Communicate to educators and other staff any changes to the routine travel arrangements (e.g., different routes, changes to access arrangements).	Nominated Supervisor
Communicate to the nominated supervisor and other staff any changes to the routine travel arrangements (e.g., Different routes, changes to access arrangements for premises).	Educators
Keep abreast of our service's procedures, and who has the duty of care, for children travelling between services.	Families
<ul style="list-style-type: none"> • Provide authorisations for delivery and collection of your child in your enrolment form, and inform the service of any changes to these details (e.g., names/contact details) 	Families

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| <ul style="list-style-type: none"> • Complete child's attendance record at arrival and collection (child's name, date and time of arrival/departure, signature) • Communicate to our service any changes that may impact our procedures for travelling between services (e.g., absences, early collection) • Provide our service with written authorisation when anyone else other than the people listed in your enrolment form will be collecting your child. | |
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Sources

Education and Care Services National Regulations 2011

Early Years Learning Framework

National Quality Standard

ACECQA Safe Arrival of Children Policy Guidelines, October 2023

MTOP

Work health and safety consultation, cooperation and coordination – Safe Work Australia

Review

The policy will be reviewed annually, and when there are changes that affect that may affect the safe arrival of children, by the approved provider, nominated supervisor/s, employees, families and committee members.

Last reviewed: 25th March 2026

Date for next review: 25th March 2027

Appendix A

Safe Arrival of Children Procedure

This procedure must be followed by staff, volunteers and students to ensure the safety of children who are moving to, from and between our service and other education or early childhood services.

Before travel

- Nominated supervisor completes a written risk assessment, in accordance with our *Safe Arrival of Children Policy*
- Risk assessments are required to be conducted at least every 12 months and updated as soon as practicable when new risks are identified
- Enrolment records for children must include written authorisation to travel between services from a parent or an authorised nominee (only required once every 12 months if regular travel and the circumstances and risks remain substantially the same)
- Parents/authorised nominees must be aware of the travel arrangements and the name of the person who holds the duty of care of the children during travel
- Nominated supervisor appoints a lead educator/supervisor to be responsible for ensuring travel between services runs smoothly and children are adequately supervised
- Nominated supervisor informs staff and families of which educator has been selected for this role and what will happen if this person is unavailable on any given day/time
- Educator completes a checklist before travel which includes:
 - supervision requirements are met
 - at least one educator attending (and at service if children present) has current first aid/asthma/anaphylaxis qualifications
 - ratios at service and for travel to other service/s
 - they have a first aid kit and charged mobile phone
 - they have current list of children who will be travelling and their current emergency contacts
- Lead educator/supervisor:
 - discusses with the children the reason for travel and how the children should behave
 - ensures all educators, staff, and extra adults who are supporting children on the travel are familiar with the travel procedures and roles and responsibilities

Leaving the service

- Look at each child and check name off the *Travel record of children travelling to or from education and care service premises*
- Do a head count and ensure number matches number of children on the *Travel record*
- If a child is present but not named on the *Travel record* or vice versa, confirm arrangements for the day with service/parent before leaving and update *Travel record*

- Ensure each child's attendance record is updated with departure time and signature of educator

Enroute to and at destination

- Supervise children
- Never leave children unattended or alone with volunteers
- Implement all risk mitigation strategies as set out in the risk assessment, including for road safety
- If child gets sick or hurts themselves during trip:
 - If medical emergency, implement *Medical Emergency Procedure* (including ringing ambulance on 000 and following all instructions until ambulance arrives), otherwise apply appropriate first aid
 - Advise nominated supervisor of illness/incident and of any first aid supplies that need restocking
 - Ring parent/authorised nominee and advise they need to collect child or they may need to take child to the doctor when they collect them. Provide as much information about illness/injury as possible
 - Complete incident, injury, illness form
 - Nominated supervisor notifies regulatory authority if required, e.g., serious incident
 - Complete medication record if medication administered to child during excursion

Arriving at service

- Look at each child, check name off *Travel record* and do a head count once arrived (must match number of children on *Travel record* and number counted when leaving service)
- If child is missing or unaccounted for:
 - Immediately conduct search for child at destination
 - Contact the nominated staff member at the service the child has come from and advise them to immediately conduct a search for the child
 - If child can't be located immediately call parent/authorised nominee, and police on 000 and follow any instructions
 - Provide updates to the other service
 - Implement *Incident, Injury, Trauma and Illness Policy*
- Ensure each child's attendance record is updated with arrival time and signature of authorised person

Collecting and Delivering children from each service

- Educators must implement our *Delivery and Collection of Children Policy* before allowing children to leave the service, including:
 - All children must signed out by their parent or the authorised person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator

- Children must only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (e.g., in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer *Excursion Policy*)
- No child will be released into the care of an unauthorised person
- Children may leave the premises in the event of an emergency, including medical emergencies.

Appendix B

Travel record of children travelling to or from another education or early childhood service premises

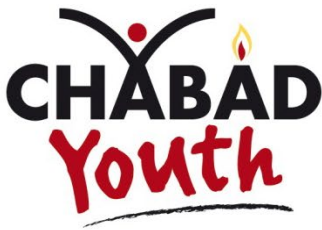
Travel reason: _____ Date: ___/___/___ Time: _____ am/pm

Person responsible for conducting the checklist: _____

Number of children travelling: _____

Signature of the person/s responsible for: _____ Date: ___/___/___

#	Child's Name	Departing check (Child sighted and responded to their name as they are leaving the service premises)	Arrival check (Child sighted and responded to their name as they enter the service premises)	Confirm child is in the service after travel (Child sighted and responded to their name)
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Appendix C

Consultation Guidelines

In preparing the *Safe Arrival of Children Policy and Procedure*, the approved provider must consult with staff, parents and children at our service. Consulting about safety at our service helps us to get a range of different perspectives, identify new hazards and risks, and provides opportunities to educate and learn.

The approved provider will ensure that staff, parents and children are given the opportunity to:

- Participate in any risk assessments we conduct
- Ask questions, express their views and raise safety issues at any time
- Make reports and recommendations about safety and be part of solving any problems
- Comment/make suggestions on this *Policy and Procedure* before it is finalised and when it is reviewed annually.

The approved provider will ensure that:

- Staff, parents, and children's views are listened to and taken seriously
- We tailor our communication to ensure everyone can participate: children, people from diverse cultural and linguistic backgrounds, First Nations people, and people with disabilities

(note, ACECQA have a range of resources available [here](#) that provide guidance on consulting with specific groups)

- We include health and safety issues, including those that are raised when children are moving between services, in the curriculum of learning. In other words, we see teaching and consulting with children as a part of their overall learning
- We communicate the outcome of any consultation we conduct in a timely manner
- We document the consultation we undertake
- Consultation is culturally safe.

Possible methods for consulting

Educators and other staff are constantly building partnerships with families, children and community members and this is what lays the foundation for effective consultation. Our everyday contact provides many opportunities for discussion and feedback about safety practices. Staff encourage families to contribute to decisions about our practices and their child's learning through a range of ways. Some of the ways we may consult with staff, parents and children are:

- Formal risk assessments
- Sending the draft/under review Policy comment via email and making it available for inspection at the service
- Questionnaires
- Information nights
- Direct feedback – verbal, in writing
- Informal conversations with educators
- At orientation
- At staff induction
- Parent-teacher feedback sessions
- Via our 'open door' policy
- Staff meetings
- Staff training

Staff professional development processes