



TPS P&C External Provider Transfer and Collection Policy (May 2026)

Telopea Park School Parents and Citizens Association

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Purpose

The purpose of this policy is to establish clear governance, supervision, child safety, and operational requirements regarding the transfer, collection, and release of children between the OSHC service and external providers operating on or near school grounds.

This policy aims to:

- ensure the safety, wellbeing, and active supervision of all children;
- clarify transfer of responsibility and duty of care arrangements;
- ensure compliance with the Education and Care Services National Law and National Regulations;
- align service practices with the National Quality Framework (NQF), National Quality Standard (NQS), ACT Child Safe Standards, and ACECQA guidance;
- establish consistent procedures for educators, families, and external providers;
- support safe and respectful working relationships between the service and external organisations;
- minimise operational, regulatory, legal, and child safety risks associated with external provider arrangements.

Scope

This policy applies to:

- the Approved Provider/P&C Committee;
- the Nominated Supervisor;
- Responsible Persons and Persons in Day-to-Day Charge;
- educators, staff and volunteers;
- children attending the service;
- parents/guardians and authorised nominees;
- external providers seeking to collect, supervise, transport, transfer, or receive children from the service.

This policy applies to all external provider transfer arrangements facilitated by the service, including but not limited to:

- sports coaching programs;
- martial arts programs;
- dance programs;
- tutoring services;
- recreation providers;
- extracurricular activities operated independently of the OSHC service.

This policy does not apply to internally operated OSHC activities, including TAP activities or in house activities, where children remain signed into and under the supervision of the OSHC service at all times.

Legislative and Regulatory References

This policy is informed by and operates in accordance with:

Education and Care Services National Law (ACT)

- Section 165 — Offence to inadequately supervise children
- Section 167 — Protection from harm and hazards

Education and Care Services National Regulations

- Regulation 84 — Awareness of child protection law
- Regulation 99 — Children leaving the education and care service premises
- Regulation 158 — Children’s attendance records
- Regulation 168 — Education and care service must have policies and procedures
- Regulation 170 — Policies and procedures to be followed

National Quality Standard

Quality Area 2 — Children’s Health and Safety

- Standard 2.2
- Element 2.2.1

Quality Area 7 — Governance and Leadership

- Standard 7.1
- Element 7.1.2

Additional Frameworks and Guidance

- ACECQA guidance materials
- ACT Child Safe Standards
- Work Health and Safety obligations
- Service supervision, child protection, and governance policies

Definitions

Authorised Nominee

A person authorised by a parent/guardian under the Education and Care Services National Regulations to collect a child from the service or provide authorisation in relation to the child.

External Provider

Any organisation, business, contractor, coach, tutor, instructor, or third-party operator conducting activities independent of the OSHC service.

Organisational Transfer Arrangement

A formal operational arrangement whereby the OSHC service facilitates the coordinated transfer of children between the service and an external provider. This arrangement may include children being signed out by OSHC educators, signed in by OSHC educators, or both, for the purpose of attending approved external programs or activities. All transfers occur only with current written permission provided weekly or termly by a parent/guardian or authorised nominee.

Transfer of Responsibility

The point at which responsibility and duty of care for a child transfers from the OSHC service to an authorised nominee or approved external provider representative through formal sign-out and handover procedures.

Active Supervision

Continuous, intentional supervision practices used by educators to ensure children's safety, wellbeing, and whereabouts at all times.

Policy Statement

The service is committed to ensuring that children are actively supervised at all times and that all transfers of responsibility occur safely, clearly, and in accordance with regulatory requirements.

Under Section 165 of the Education and Care Services National Law, approved providers, nominated supervisors and educators must ensure children are adequately supervised at all times.

Under Section 167 of the National Law, services must take every reasonable precaution to protect children from harm and hazard.

The service acknowledges that parents/guardians may choose to engage external providers to deliver extracurricular activities to their children. However, participation in external activities does not automatically create an operational partnership or transfer arrangement with the OSHC service.

The service acknowledges that parents/guardians retain the right to authorise individuals to collect their child from the service in accordance with Regulation 99 of the Education and Care Services National Regulations.

However, parent authorisation does not automatically require the service to facilitate:

- ongoing organisational transfer arrangements;
- coordinated group collections;
- routine handover systems;
- or operational partnerships with external providers.

The service retains responsibility for determining whether any external provider arrangement can be safely facilitated within the service's:

- supervision obligations;
- child safety obligations;
- operational capacity;
- staffing capacity;
- risk management requirements;
- workplace safety obligations;
- and regulatory compliance responsibilities.

The service will not support:

- unsupervised movement of children across school grounds;
- informal or unverified transfer arrangements;
- self sign-in by children;

- collection by unauthorised persons;
- or arrangements where the service cannot maintain appropriate supervision and transfer-of-care procedures.

The service remains responsible for children until:

- the child has been formally signed out of the service; and
- responsibility has been directly transferred to an authorised individual.

Parent Authorisations

Parents/guardians may authorise an individual external provider representative to collect their child from the service by:

- adding the individual as an authorised nominee through the service's enrolment and attendance software system (XAP) on an ongoing basis; or
- Short-term authorisation may be provided through XAP for a specific date only. Due to software limitations, XAP does not allow session-specific authorisations (e.g. authorisation from 3:30pm–4:30pm only) and instead records authorisation for the entirety of the selected day. Repeated weekly authorisations cannot be automated within the software and must be manually entered for each applicable date.

Short-term authorisations provided through XAP authorise only the nominated individual to collect the child and do not constitute approval, endorsement, supervision, or management of any external activity, lesson, program, or organisation by the OSHC service.

Where parents/guardians elect to use short-term authorisations, responsibility for ensuring the nominee is correctly added for each applicable session remains with the parent/guardian.

Regardless of whether an authorised nominee is:

- permanently listed on the child's enrolment record; or
- temporarily added through XAP for a specific date or session,

the authorised nominee is treated as an individual authorised collector under Regulation 99 of the Education and Care Services National Regulations.

All authorised nominees collecting children from the service must:

- present directly to the OSHC service for collection;
- comply with service sign-out procedures;
- sign the child out through the XAP attendance system or another approved sign-out process;
- and provide photo identification upon request.

Parents/guardians are responsible for:

- ensuring any authorised nominee has agreed to collect the child;
- ensuring any external provider permits and supports the collection arrangement;
- ensuring authorised nominees are aware of collection times and procedures;
- ensuring appropriate arrangements are in place for the child's participation in external activities once signed out from the service;
- and ensuring clear arrangements exist for the child's return to care where applicable.

In accordance with Regulation 99 of the Education and Care Services National Regulations, children may only leave the service in the care of a parent, authorised nominee, or other person authorised under the Regulations.

Once a child has been formally signed out of the service and responsibility has been transferred to an authorised nominee, the child is no longer in the care of the OSHC service.

The OSHC service is not responsible for:

- supervising children once responsibility has transferred to an authorised nominee;
- ensuring children attend external activities following sign-out;
- ensuring authorised nominees collect children for scheduled external activities;
- monitoring attendance at external programs once children have left the service's care;
- monitoring or overseeing the activities, arrangements, or purposes for which a child has been collected by an authorised nominee;
- confirming attendance at external activities;
- or returning children to the service unless a separate approved organisational transfer arrangement is in place.

The OSHC service is not responsible for following up with external providers regarding attendance at activities where the child has been formally released to an authorised nominee and no approved organisational transfer arrangement exists.

If an authorised nominee does not attend to collect a child for an external activity, the child will remain within the care and supervision of the OSHC service until collected in accordance with the service's authorised collection procedures.

The OSHC service is not responsible for ensuring children attend external activities where authorised nominees fail to collect children from the service.

Children may only be signed back into the service through approved sign-in procedures and direct handover to an OSHC educator by:

- a parent/guardian;
- an authorised nominee;
- or another arrangement formally approved by the service.

Children arriving independently, moving unsupervised across school grounds, signing themselves into care, or being signed in by unauthorised persons are not arrangements supported by the service due to the service's obligations under:

- Section 165 of the Education and Care Services National Law relating to adequate supervision;
- Section 167 relating to protection from harm and hazards;
- Regulation 158 regarding attendance records;
- and National Quality Standard Element 2.2.1 requiring active supervision and reasonable precautions to protect children from harm and hazard.

Organisational Transfer Arrangements

The service is not obligated to enter into operational transfer arrangements with external providers.

Any arrangement involving:

- coordinated collection of groups of children;
- routine transfer arrangements;
- direct drop off from OSHC;
- organised handover systems;
- or structured operational coordination

must be formally assessed and approved by the service prior to commencement.

All arrangements are considered on a case-by-case basis.

Approval may only occur where the service determines that:

- adequate supervision can be maintained;
- transfer procedures are clear and manageable;
- operational risks can be appropriately mitigated;
- and the arrangement aligns with the service's regulatory obligations and child safe responsibilities.

Approval of an external provider arrangement does not constitute endorsement of the external provider by the service and does not transfer the service's regulatory obligations under the National Quality Framework.

Parent Authorisation and Return to Care Requirements for Organisational Transfer Agreements

Approval of an organisational transfer arrangement with an external provider does not authorise the transfer of individual children. The service must hold current written authorisation from a parent/guardian or authorised nominee on a termly basis prior to any child participating in an approved transfer arrangement. The written authorisation must also list the person or persons who has signed the External Provider Relationship Agreement Form which can be made available upon request. This ensures that the person that you intend OSHC to transfer to is also the person who OSHC has entered into the professional relationship with and minimises risks of transferring to the wrong person.

Where a child is expected to return to the care of the OSHC service following participation in an external provider program, the service reserves the right to immediately suspend or withdraw participation in the arrangement where:

- transfer procedures are not followed;
- a child is not returned as agreed;
- communication or supervision concerns arise;
- or the service determines that the arrangement no longer supports safe operations or child safe responsibilities.

Approval Requirements for External Providers Transfer Relationships

Prior to approval, external providers may be required to provide:

- evidence of current public liability insurance;
- evidence of current Working With Vulnerable People (WWVP) registrations or clearances;
- child safe policies and procedures;
- supervision and collection procedures;
- emergency management procedures;
- relevant contact details;
- agreement to comply with service sign-in/sign-out requirements;
- agreement to comply with service behaviour and conduct expectations;
- and any additional documentation requested by the service.

External providers must participate in a documented risk assessment process prior to commencement of any approved arrangement.

Risk assessments must be reviewed and signed by:

- the relevant Person in Day-to-Day Charge
- the Nominated Supervisor (may be the same as person in Day-to-Day Charge)
- P&C Leadership

Governance and Decision-Making

The Approved Provider/P&C Committee is responsible for:

- approving this policy;
- maintaining governance oversight of external provider arrangements;
- and reviewing significant concerns or recommendations regarding suspension or termination of arrangements.

The Nominated Supervisor is responsible for:

- determining whether an external provider arrangement can be safely facilitated;
- approving operational implementation of arrangements;
- ensuring compliance with supervision and child safety obligations;
- and monitoring ongoing operational suitability.

The Nominated Supervisor may immediately suspend an arrangement where child safety, supervision, operational, educator wellbeing, workplace safety, or compliance concerns arise pending review by the Approved Provider/P&C Committee.

Persons in Day-to-Day Charge/P&C/Persons in Management and Control may:

- monitor compliance with approved procedures;
- raise operational or safety concerns;
- and temporarily pause arrangements where immediate risks are identified.

Conduct and Behaviour Expectations

All adults interacting with the service are expected to contribute to a safe, respectful, and child-focused environment.

The service may decline, suspend, review, or terminate arrangements where concerns arise regarding:

- active supervision of children;

- compliance with agreed procedures;
- unsafe transfer practices;
- inappropriate interactions in the presence of children;
- aggressive, intimidating, hostile, or inappropriate conduct toward educators, children, families, or school staff;
- conduct inconsistent with child safe expectations;
- operational non-compliance;
- failure to maintain required documentation;
- or any behaviour that creates unacceptable child safety, operational, compliance, or workplace safety risks.

Suspension or Termination of Arrangements

The service reserves the right to decline, suspend, review, or terminate external provider arrangements immediately where:

- adequate supervision cannot be assured;
- transfer procedures are not consistently followed;
- operational or staffing limitations arise;
- child safety concerns emerge;
- educator wellbeing or workplace safety concerns arise;
- documentation requirements are not maintained;
- risk profiles change;
- incidents occur;
- or the arrangement is otherwise determined to be inconsistent with the service's obligations under the National Law, National Regulations, National Quality Standard, ACT Child Safe Standards, or Work Health and Safety obligations.

Where appropriate, the service will communicate decisions and reasons to affected families and external providers.

Related Policies and Procedures

- Supervision Policy
- Child Safe Environment Policy
- Child Protection Policy
- Safe Arrival of Children Policy
- Incident, Injury, Trauma and Illness Policy
- Code of Conduct
- External Provider Relationship Agreement Form
- Transfer and collection procedure
- Risk Assessment Template

- Parent Authorisation Email Template

REVIEW

POLICY REVIEWED BY	Shavaun Andreou	Administrator	MAY 2026
POLICY SECONDED BY	Amy Steig	OSHC Chair	MAY 2026
POLICY REVIEWED	N/A	NEXT REVIEW DATE	January 2027
MODIFICATIONS	<ul style="list-style-type: none"> • N/A 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE

Email Template for Organisational Transfer:

Dear [Service Name],

I acknowledge that this email must only come from an email listed in the child's enrolment form.

I authorise the OSHC service to transfer responsibility and duty of care for my child, **[Child's Full Name]**, to the approved external provider/program listed below for **Term [X], [Year]**.

External Provider/Program:

Authorised External Provider Delegate Receiving Duty of Care:

Day(s) of Attendance:

Expected Transfer Time(s) - Sign Out and Sign back in times:

I request that the OSHC service sign my child out of OSHC care and transfer responsibility and duty of care to the authorised external provider delegate named above, who will collect my child from school grounds at the approximate time listed above.

I understand and acknowledge that:

- this authorisation applies for the current school term only;
- my child will only be transferred to the authorised external provider delegate named above unless otherwise approved by the service;
- the OSHC service may request identification from the authorised external provider delegate prior to transfer of responsibility;
- transfers will occur in accordance with the service's organisational transfer procedures;
- the OSHC service may suspend or withdraw participation in the arrangement where operational, supervision, safety, behaviour, or child safe concerns arise;
- and approval of the external provider arrangement does not constitute endorsement of the external provider by the OSHC service.

Thank you,