

Background

C&K is committed to protecting children's safety, health and wellbeing upon their arrival to and departure from C&K centres. Appropriate measures will be implemented to minimise harm and hazard during arrival and departure routines, including when school age children travel between a C&K OSHC and School.

Procedure feedback is always welcome. Children, families and educators can send their feedback about this procedure to policyfeedback@candk.asn.au.

Part 1: Daily Responsibilities

Nominated Supervisors/Responsible Persons in Charge will:

- Outline and remind parents/guardians and authorised persons (and their children) of their responsibilities detailed in this procedure upon and throughout their child's enrolment.
- Provide paper/written sign in and out records when iCheck-In is unavailable for parents/guardians and authorised persons to complete.
- Lead the development, review and implementation of the centre's *Supervision Plan*, including specific supervision strategies for peak arrival and departure times of children/families.
- Upon enrolment and every 12 months, instruct parents/guardians to complete *Travel Between OSHC and School Authorisation*. This authorisation is a condition of enrolment. Once received, scan and upload to child's Kidsoft record.
- When developing and implementing staff rosters, ensure regulatory educator to child ratios and qualification requirements are maintained when escorting children between the centre and school. When escorting children between the centre and school, one educator must be nominated as the 'Responsible Person' i.e. Nominated Supervisor or Responsible Person in Charge.
- Ensure all educators are familiar with this procedure and *Safe Travel Between OSHC and School Risk Assessment* including travel route between centre and school muster point and location of school muster point. Include the risk assessment and this information in educator induction material and discuss/review periodically at team meetings.
- Maintain regular formal and information communication with relevant school personnel for the purpose of implementing safe arrival and departure routines. Keep a record of this communication.
- Print children's attendance record daily (*Kidsoft Roll Report*).
- When a Queensland Police Officer or Child Safety Officer completes regular drops offs/pick-ups of a child, set up a guardian record in Kidsoft.
- When a parent/guardian nominates an authorised person (via *Additional Emergency Contact Form*) between 12 and 18 years of age to collect their child, the Nominated Supervisors/Responsible Persons in Charge will:
 - Obtain prior written parent/guardian authorisation (via email/letter) outlining the person's full name, the reason(s) why this person is required to collect their child and their confidence in the person's ability to competently care for their child. Scan and upload parent/guardian written authorisation to child's Kidsoft record.
 - Reserves the right not to release the child into the care of an authorised person who is not the child's parent and is between 12 and 18 years of age if there is any doubt of the person's ability to safely care for the child.
 - Not release a child to a person who is 11 years or younger.
 - Complete iCheck-In on behalf of an authorised person who is not the child's parent and is between 12 and 18 years.
- Keep a working and fully charged mobile phone. Store relevant numbers i.e. Early Childhood Education Manager (ECEM) or Committee, Regional Manager, school contact, centre number, local police number.
- Maintain a 'travel bag' with the following items:
 - first aid kit
 - a packet of wet wipes
 - parent/guardian and authorised person contacts
 - copies of children's Medical Management Plans
 - emergency Asthma and Anaphylaxis medications
 - children's medications (if applicable)
 - charged/powerd walkie talkies

Nominated Supervisor/Responsible Persons in Charge and educators will:

- Be aware of and consistently follow the responsibilities outlined in this procedure.
- Recognise arrival and departure routines can be unsettling and distressing for children. Provide children with appropriate care and comfort when they show signs of distress.
- View arrival and departure routines as valuable opportunities to form and maintain responsive relationships with children and families.
- Facilitate conversations with parents/guardians or authorised persons about their child's preferences, needs, experiences and interests. Share relevant details with parents/guardians or authorised person about their child's care

routines and program participation and engagement.

- Greet and farewell children and families upon their arrival at and departure from the centre.
- Effectively supervise children at peak arrival and departure times. Implement supervision strategies outlined in centre's *Supervision Plan*.
- Support and make plans for children's daily transition to and from the centre as per *Successful Transition Procedure*. Predictable and responsive routines reduce stress and support children's sense of belonging and program participation and engagement.
- Talk with children about what is to happen during arrival and departure routines.
- Instruct and support custodial parents/guardians and authorised persons (as recorded in *Enrolment Booklet/Online Form* and *Additional Emergency Contact Form*) to complete iCheck-In upon their child's arrival at and departure from the centre.
- Only permit custodial parents/guardians and authorised persons (emergency contacts as recorded in *Enrolment Booklet/Online Form* and *Additional Emergency Contact Form*) to collect/remove children from the centre. When relevant, follow directions outlined in current court orders/parenting plans and refer to *Court Orders Policy*. Do not restrict a parent/guardian access to their child unless under the direction of current court orders/parenting plans.
- Refer to and complete children's attendance record daily (*Kidsoft Roll Report*) as soon as practical upon a child's arrival at and departure from the centre and at school muster point.
- Ask a parent/guardian or authorised person who is not known to teachers/educators, to present photo ID. Before allowing the person to remove the child from the centre, compare ID against the custodial parent/guardian and authorised person details recorded in child's *Enrolment Booklet/Online Form* and/or *Additional Emergency Contact Form*.
- Communicate any changes relating to a child's arrival to and departure from the centre with relevant team members.
- When a child is collected by another education and care service (e.g. OSHC or Family Day Care educator), the child's parent/guardian must nominate (authorise in writing) an individual(s) employed at that service as an authorised person to collect in their child's *Enrolment Booklet/Online Form* OR via an *Additional Emergency Contact Form*.
- When applicable, allow a Queensland Police Officer or Child Safety Officer (with photo identification) to remove a child from the centre. Record officer's name and identification number.

Safe Travel Between OSHC and School Risk Assessment

The Nominated Supervisor/Responsible Person In Charge will:

- In consultation with the centre team, children and families, lead the development of the centre's *Safe Travel Between OSHC and School Risk Assessment*.
- In consultation with centre team, children and families, lead the review of the centre's *Safe Travel Between OSHC and School Risk Assessment* at least every 12 months OR as soon as possible after becoming aware of any circumstances that may affect the safe arrival of children travelling between the centre and the school. Record the review date on the risk assessment.
- Instruct all educators (including casuals) to read *Safe Travel Between OSHC and School Risk Assessment* and sign the acknowledgement table when developed and as soon as practical after changes are made. Include risk assessment in staff induction folders.
- Distribute a copy of *Safe Travel Between OSHC and School Risk Assessment* with families as soon as practical after changes are made.
- Make available a current copy of the *Safe Travel Between OSHC and School Risk Assessment* near iCheck-In for families.
- Regularly meet with relevant school personnel to:
 - Confirm appropriate and safe location of school muster point.
 - Inform and provide a copy of this procedure and the *Safe Travel Between OSHC and School Risk Assessment*. Provide a copy of the risk assessment as soon as practical after changes are made.
 - Discuss how they can support (their responsibilities) safe arrival and departure of children that attend OSHC.
 - Discuss and confirm missing child protocol detailed in the *Safe Travel Between OSHC and School Risk Assessment*.

Part 2: Morning Responsibilities

Morning Arrival Responsibilities

Nominated Supervisors/Responsible Person in Charge will:

- As soon as practical, after peak arrival time, complete an audit of iCheck-In records:
 - When a child has arrived/is physically present at the centre AND their parent/guardian or authorised person has forgotten to 'sign in' their child, complete iCheck-In on their behalf.
 - When a child has arrived alone without their parent/guardian or an authorised person, complete iCheck-In on their behalf.
 - Telephone parents/guardians who have not informed the centre of their child's absence. Record child's absence via iCheck-In AND on the attendance record.

As per Regulation 158(1)(c), recording a child's arrival or absence via iCheck-In OR paper-based records must be completed by a Nominated Supervisor, teacher or educator. An administrator/clerical cannot complete this task.

- Before morning departure, notify parents/guardians by telephone if their child has been involved in an incident and a *Centre Child Incident Record* has been completed. Advise parents/guardians that an incident record will be available for them to review and sign when they next attend the centre. When requested, scan and email completed records to parents/guardians.

Morning Departure Responsibilities

Educators are unable to leave the centre early to escort and collect children to and from 'before school activities', as regulatory educator to child ratios and qualification requirements must be maintained at the centre.

Nominated Supervisors/Responsible Person in Charge and educators will:

- Only permit a child (12 years and over) to depart early from the centre to travel to school when prior written parent/guardian authorisation has been obtained. Written authorisation (via email or letter) must detail the child's full name, and the days and times their child is permitted to depart from the centre early. Scan and upload authorisation to child's Kidsoft record.
- When a child has departed the centre early, record their departure via iCheck-In AND on the daily attendance record.

Immediately prior to morning departure:



- Provide children with adequate notice of their pending departure. Encourage children to go to the toilet.
- Responsible Person will collect 'travel bag', daily attendance record and fully charged mobile phone and walker talkies.
- Instruct children to gather their belongings, put on shoes/hat and gather/sit down at the nominated muster point at the centre.
- Complete a roll call AND head count against the attendance record. If any child is unaccounted for, implement *Child Missing or Unaccounted Procedure*.

When escorting children between the centre and school:



- Implement safety control measures detailed in *Safe Travel Between OSHC and School Risk Assessment*.
- Effectively supervise children at all times. One educator must travel at the front of group. One educator must travel at the back of group.
- Travel via route detailed in the centre's *Safe Travel Between OSHC and School Risk Assessment*.

Once children and educators are gathered at the nominated school muster point:



- Complete head count AND roll call/complete attendance record.
- If a child is unaccounted for, implement the '**Morning School Muster Point Missing Child Protocol**' detailed in this procedure (see below).
- Release children into the care of the school at the nominated time detailed in *Safe Travel Between OSHC and School Risk Assessment*.
- If applicable, provide appropriate/relevant school representative with children's medications.
- When all children are accounted for and have been released into the care of the school, all educators will record their signatures, the date and time on the attendance record to confirm all children are accounted for and have been released into the care of the school.

Upon return to the centre:

- (Educator that did not complete roll call and attendance record at school muster point) Record child's departure from centre via iCheck-In by referring to the completed daily attendance record.
- Return 'travel bag' and completed attendance record to nominated storage location
- Return mobile phone and walkie talkies to charging station.
- Before closing/locking centre, complete a physical check of centre rooms and spaces for children.

Morning School Muster Point Missing Child Protocol

Nominated Supervisor/Responsible Persons in Charge will:

1. At school muster point after releasing all other children into the care of the school, instruct all attending educators to complete a 10-min search of the immediate surrounds of the school muster point. Nominate one educator (with mobile phone) to complete a search of and surrounding area of missing child's classroom (if known). All educators will return to school muster point once 10-minute search has been completed.
2. If child remains unaccounted for, telephone/notify child's parents/guardians AND appropriate school representative.
3. Nominate one educator (with mobile phone) to remain at the school to search for child with school personnel.
4. All remaining educators depart from school muster point and travel to OSHC.
5. Immediately upon arrival at the OSHC, telephone educator undertaking search of school to determine if child remains unaccounted for.
6. If child remains unaccounted for:
 - o Telephone appropriate school representative to determine if child has been located.
 - o Telephone/notify ECEM/Committee. Discuss and confirm next steps:
 - Additional searches of school grounds.
 - Keep child's parent/guardian up to date/informed by telephone of actions taken.
 - Stay connected with educator undertaking search at school.
 - Stay connected with school representative.
 - When/time emergency services will be telephoned and notified.
7. If child remains unaccounted for and the nominated supervisor AND appropriate school representative have concerns for the child's wellbeing:
 - o Telephone/notify emergency services – call 000.
 - o Telephone/notify child's parent/guardian that emergency services have been informed.
 - o Maintain contact with police, child's parents/guardians, school representative and ECEM/Committee until child has been located.
8. When practical, complete *Child/Centre Incident Record* and implement *Child Incident Reporting Procedure*.

Part 3: Afternoon Responsibilities

Afternoon Arrival Responsibilities

Nominated Supervisors/Responsible Person in Charge and educators will:

Immediately prior to leaving centre: ↓	<ul style="list-style-type: none"> • Responsible Person will collect 'travel bag', daily attendance record and fully charged working mobile.
Meet children at nominated school muster point: ↓	<ul style="list-style-type: none"> • If applicable, collect children's medications from appropriate/relevant school representative. • Complete attendance record as children arrive at muster point. • If an unenrolled child arrives at school muster point and advises they are attending OSHC, escort child to school administration office. Centre is unable to care for child without a formal enrolment. • If an enrolled child arrives at school muster point AND is not booked to attend OSHC, telephone child's parent to confirm child's care arrangements. If vacancies exist, obtain verbal parent/guardian permission to escort child to OSHC. If there are no vacancies, advise parent/guardian that their child will be escorted to the school administration office. • If a child (booked to attend) is not at the school muster point by the nominated time implement 'Afternoon School Muster Point Missing Child Protocol' detailed in this procedure (see next page). • When all children have arrived as per attendance record, instruct children to gather/sit down at school muster point, complete a head count and roll call against completed attendance record. • Instruct children to collect their belongings. • Depart school muster point at the nominated departure time (as recorded on the <i>Safe Travel Between OSHC and School Risk Assessment</i>).
When escorting children between school and centre: ↓	<ul style="list-style-type: none"> • Implement safety control measures as detailed in <i>Safe Travel Between OSHC and School Risk Assessment</i>. • Effectively supervise children at all times. One educator must travel at the front. One educator must travel at the back. When third educator is available, travel in centre. • Travel via route detailed in the centre's <i>Safe Travel Between OSHC and School Risk Assessment</i>.

Upon afternoon arrival at centre:

- Immediately upon arrival:
 - Instruct children to gather/sit down at the centre muster point.
 - Complete a head count AND roll call against the completed attendance record. If child is unaccounted for, implement *Child Missing or Unaccounted Procedure*.
 - (Educator that did not complete the head count, roll call/attendance record) Refer to completed daily attendance record and record child's arrival at centre via iCheck-In.
- Instruct children to secure their belongings.
- When all children are accounted for, educators will record their signatures, the date and time on the attendance record to confirm all children are accounted for.
- Return 'travel bag', walkie talkies and completed attendance record to nominated storage location
- Return mobile phone to charging station.
- (if applicable) Secure children's medication in appropriate location inaccessible to children.

Afternoon School Muster Point Missing Child Protocol

Nominated Supervisor/Responsible Persons in Charge will:

1. At school muster point, immediately telephone parents/guardians to ascertain if child was absent from school and/or will not be attending OSHC. If parent/guardian confirms their child's absence, record their absence on the attendance record.
2. If child remains unaccounted for, telephone relevant school personnel to ascertain details of child's location.
3. If child remains unaccounted for, nominate an educator to complete a 5-min search of the immediate surrounds of the school muster point (within sight of children and other educators at muster point).
4. If child remains unaccounted for, telephone/notify child's parents/guardians and appropriate school representative.
5. All children and educators depart from school muster point and travel to OSHC.
6. If child remains unaccounted for, immediately upon arrival at the OSHC:
 - If educator to child ratios can be maintained at the centre, nominate an educator (with mobile phone) to depart OSHC and complete a 20-minute search of school grounds.
 - Telephone/notify ECEM/Committee. Discuss and confirm next steps:
 - Additional searches of school grounds.
 - Keep child's parent/guardian up to date/informed by telephone of actions taken.
 - Stay connected with educator undertaking search at school.
 - Keep in touch with school representative.
 - When/time emergency services will be telephoned and notified.
7. If child remains unaccounted for AND there are concerns for the child's wellbeing:
 - Telephone/notify emergency services – call 000.
 - Telephone/notify child's parent/guardian that emergency services have been informed.
 - Maintain contact with police, child's parents/guardians and ECEM/Committee until child has been located.
8. When practical, complete *Child/Centre Incident Record* and implement *Child Incident Reporting Procedure*.

Afternoon Departure Responsibilities

Educators are unable to leave centre to escort and collect children to and from 'after school activities' as regulatory educator to child ratios and qualification requirements must be maintained at the centre.

Nominated Supervisors/Responsible Person in Charge and educators will:

- Only permit a child (12 years and over) to **depart the centre to travel home** when prior written parent/guardian authorisation has been obtained. Written authorisation can be completed via email, and must detail the child's full name, and the days and times their child is permitted to depart. Only permit child to depart the centre on the days and times nominated by the parent/guardian. Once child has departed, record the departure via iCheck-In AND on the daily attendance record.
- At session end/immediately prior to centre closure, complete:
 - A physical check of rooms and spaces of centre to ensure every child has been accounted for/collected.
 - An audit of iCheck-In records. When a child has departed from the centre AND their parent/guardian or authorised person has forgotten to 'sign out' their child, complete iCheck-In on their behalf.

As per Regulation 158(1)(c), recording a child's departure via iCheck-In OR paper-based records must be completed by a Nominated Supervisor, teacher or educator. An administrator/clerical cannot complete this task.

Late pickup

Nominated Supervisor/Responsible Person in Charge and educators will:

- Ask the child's parent/guardian or authorised person to complete iCheck-In AND (branch centres only) the *Late Fee Form*.
- (Branch centres only) Follow *Entering and Charging Late Fee Procedure*.
- Seek direction of Early Childhood Education Manager/Consultant OR committee regarding reimbursement for additional time worked.

When a child has not been collected

Nominated Supervisor/Responsible Person in Charge and educators will:

- Reassure child and provide them with food and drink as appropriate. Engage child in play. Two educators must remain until the child has been collected. One of two educators remaining must be either a Nominated Supervisor or Responsible Person in Charge.
- Telephone child's parents/guardians and emergency contacts/authorised persons. Record the times, persons and numbers called via a *Child Centre Incident Record*.
- If contact cannot be made with the child's parent/guardian or authorised persons and there are concerns for the parent's/guardian's welfare, telephone your Early Childhood Education Manager/Consultant or Regional Manager (branch centres) OR relevant committee member (affiliated centres) and discuss/determine next steps including what time to inform/telephone the local police (not '000') of the situation.
- When a parent/guardian, authorised person or police officer arrives at the centre to collect the child, direct them to 'sign the child out' via iCheck-In OR complete iCheck-In on their behalf.
- Post-incident responsibilities, the Nominated Supervisor/Responsible Person in Charge will:
 - Undertake responsibilities as per *Child, Centre Incident Reporting Procedure Branch/Affiliate*.
 - Ask child's parent/guardian or authorised person to complete iCheck-In AND (branch centres only) the *Late Fee Form*.
 - (Branch centres only) Follow *Entering and Charging Late Fee Procedure*.
 - Seek direction of Early Childhood Education Manager/Consultant OR committee regarding reimbursement for additional time worked.

When parent/guardian or authorised person arrives to collect a child and appears to be intoxicated OR unable to safely care for and collect their child

Nominated Supervisor/Responsible Person in Charge will:

- Attempt to delay the person's departure by involving them in conversation.
- Confidentially and sensitively raise your concern(s) i.e. you feel they are unable to safely care for/collect the child.
- Discuss possible alternative arrangements. If the authorised person is not the parent/guardian, ask them to wait while you contact the child's parent/guardian.
- If person insists on taking the child from the centre and you feel the child is at risk of harm, immediately contact the local police station. If possible, provide the police with the car make, model and licence plate.
- Do not physically stop the parent/guardian or authorised person leaving with the child.
- If person becomes aggressive:
 - Move to an area away from children and attempt to calm the person. If necessary, move the children away from the threatening person.
 - If you feel your safety or the safety of other's is compromised, immediately telephone the police - 000. Follow police instructions. If applicable, implement centre lock down.
 - As soon as practical, complete responsibilities outlined in *Child, Centre Incident Reporting Procedure Branch/Affiliate*.

When a non-authorised person arrives to collect a child

Nominated Supervisors/Responsible Person in Charge will:

- Respectfully and sensitively explain to the non-authorised person you are required to telephone the child's parent/guardian to ask for their instructions. In the event parental verbal permission is given on the telephone:
 - Instruct the child's parent/guardian to email (or text to Early Childhood Education Manager's/Consultant's OR Committee's mobile OR centre's emergency mobile (for OSHC)) the person's full name and state they authorise this person to remove/collect their child from the centre.
 - Confirm the person's identity by sighting photo ID. Photocopy and keep on child's file, uploading into Kidsoft when practical.
 - When next practical, direct parent/guardian to complete *Additional Emergency Contact Form*. Once completed, create a record in Kidsoft. Scan and upload completed *Additional Emergency Contact Form* under the child's record in Kidsoft.
- If the non-authorised person becomes aggressive:
 - Where practical and safe, move to an area away from children and attempt to calm the person.

- If necessary, move the children away from the threatening person.
- If you feel your safety or the safety of other's is compromised, immediately telephone the police - 000. Follow police instructions. If applicable, implement centre lock down.
- As soon as practical, complete responsibilities outlined in *Child, Centre Incident Reporting Procedure Branch/Affiliate*.
- If person insists on taking the child from the centre, do not physically stop the person leaving with the child. If person removes the child from the centre:
 - Immediately telephone the police - dial 000. Follow their instructions. If possible, provide the police with the car make, model and licence plate.
 - Notify child's parent/guardian.
 - As soon as practical, complete responsibilities outlined in *Child, Centre Incident Reporting Procedure Branch/Affiliate*.

Part 3: Training and Monitoring

Nominated Supervisor/Responsible Person in Charge will:

- Outline educator responsibilities of this procedure during their induction.
- Regularly monitor educator understanding of and compliance with this procedure. When needed, provide educators with guidance and direction when their practice is inconsistent with this procedure.
- When required, facilitate formal and informal professional reflective discussions with team to review and improve arrival and departure routines. Seek and consider feedback from children and families.
- Promote and share current best practice information and safety guidelines relating to arrival and departure routines with teachers/educators.
- When approved by ECEM or committee, access and participate in available training opportunities relating to safe arrival and departure routines.
- When professional development budget provisions allow; support educator requests to complete relevant training.
- When requested, promptly action C&K procedure reminders by scheduled due dates.

Educators will:

- When needed, access this procedure and support documents via the C&K Intranet Policy Library.
- Support colleague understanding of and compliance with this procedure. When needed, provide guidance to colleagues when their practice is inconsistent with this procedure.
- When able and approved by Centre Director, access and participate in available training opportunities relating to safe arrival and departure routines.
- When required, initiate and actively participate in professional reflective discussions with colleagues to assess and improve arrival and departure routines.

Early Childhood Education Manager/Committee will:

- Outline Nominated Supervisor responsibilities of this procedure during their induction.
- Undertake at least an annual audit of practice and compliance relating to this procedure by observing and monitoring of arrival and departure routines. When needed, provide nominated Supervisor and educators with training and mentoring to improve practice and compliance.
- Instruct Nominated Supervisor to prioritise identified non-compliance, action immediately and email evidence of action taken to address non-compliance by a specific date.
- When professional development budget provisions allow, support centre Nominated Supervisor requests to safe arrival and departure routines.

Part 4: Parent/Guardian and Authorised Persons Responsibilities

Parents/Guardians and Authorised Persons will:

- Provide written authorisation for their child to travel between the OSHC and School via *Travel Between OSHC and School Authorisation*. Condition of enrolment.
- Provide details of all custodial parents/guardians at enrolment via *Enrolment Booklet/Online Form*. All custodial parents/guardians must be aware of and consent to child's enrolment.
- If applicable, provide certified copies of current court orders/parenting plans, at and throughout enrolment. Educators can only act on current court orders/parenting plans that have been provided to the centre.
- Whenever possible, provide details of at least one authorised person (emergency contact) via *Enrolment Booklet/Online Form OR Additional Emergency Contact Form*. Complete (or amend) *Additional Emergency Contact Form* as soon as possible if details of authorised persons change or additional persons are added.
- Record their child's arrival at and departure from centre via iCheck-In located on iPad/tablet in foyer area using an individual, confidential PIN. Note: Persons may be liable for the consequences of unauthorised use of their iCheck-In PIN. When iCheck-In is unavailable use paper-based sign in and out records.

- Whenever possible, arrive at least 5 minutes prior to centre closure/session finish to collect their child.
- Immediately notify centre if delayed. If late, a late fee will be charged. Branch centres – Late fees are charged at a flat rate of \$25 per 15 minutes for the first occurrence and then \$50 per 15 minutes for any subsequent late pick-ups for the remainder of the current calendar year. When a nine or ten-hour session is exceeded a late fee of \$15 per hour will be charged (CCS may apply). Complete [Late Fee Form](#) upon collection.
- Promptly notify centre if their child will be absent/is not attending:
 - **Before school care:** notify prior to 7am via centre mobile phone OR ChildcareNow app.
 - **After school care:** notify prior to 10am via centre mobile phone OR ChildcareNow app. Notify after 10am via ChildcareNow app.
 - **Vacation Care:** notify prior to 7am via centre mobile phone OR ChildcareNow app.

Acknowledgements and references

- ACECQA. [Safe Arrival of Children - policy and procedure guidelines \(acecqa.gov.au\)](#). [Accessed Sep. 2023]
- ACECQA. [PolicyGuidelines_DeliveryOfChildrenTo&CollectionFromEducation&CareServicePremises.pdf \(acecqa.gov.au\)](#). [Accessed Sep. 2023]