

Policy 12

Delivery and Collection of Children Policy

Policy Statement

Wideview Outside School Hours Care Service will ensure that children arrive and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families always understand their requirements and responsibilities and accounting for the whereabouts of children whilst in the service's care.

Links to Education and Care Services National Regulations and National Quality Standard

QUALITY AREA Children's Health and Safety		
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.
2.2.3	Child Protection	Management, educators, and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of Child Protection
99	Children leaving the education and care services premises
158	Children's attendance record to be kept by approved provider
161	Authorisations to be kept in enrolment record

Procedure

1. Delivery of Children:

- 1.1 Children are not to be left at the service unattended at any time prior to the opening hours of the service. Parents are to abide by the Services hours of operation.
- 1.2 Children must be accompanied by an adult (16yrs and over) and any person delivering a child to the service must sign the child into the attendance register. Children must NOT be dropped off and allowed to find their own way to WOOSHC. If in an emergency or occasional need to drop off without accompanying your child, please call the service 02 9456 6513 and speak with the Team Leader
- 1.3 Parents are to supervise children particularly of any hazard such as vehicles on route to the handover.
- 1.4 Educators will be aware of each child's arrival at the service and ensure children are signed into the service by the adult dropping off, using their log in to sign in or an Educator will sign the child in (the reason for an educator signing should be recorded in the system)
- 1.5 If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication policy.
- 1.6 If a child is unwell, they should not be attending WOOSHC. If a child presents as unwell on arrival or after being signed in by a parent/guardian, they will be asked to take the child home.

2. Collection of Children:

- 2.1 Children must be collected by the closing time of the service.
- 2.2 Parents must provide at least 2 emergency contacts on enrolment.
- 2.3 The service will not release a child to anyone who is not authorised to collect a child. Any person who is collecting a child from the service on a regular basis must be listed as an authorised nominee on the child's enrolment form with their contact details.

- 2.4 The authorised nominee who is collecting a child must sign the child out of the attendance register using their own details to sign out, they should not use someone else's details, if there is a problem with signing out, speak with the Team Leader.
- 2.5 Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed.
- 2.6 In the case of an emergency or one-off collection, where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone or email as soon as possible by an authorised nominee. Written authorisation should be gained where possible, however verbal consent will be accepted, and an identification check will be conducted on the person collecting the child to ensure their details match the notification.

3. **Late pick up of children**

- 3.1 Parents must arrange for children to be collected by the closing time of the centre, other than in extenuating circumstances.
- 3.2 When children are still at WOOSHC at closing time parents will be contacted.
- 3.3 If no contact can be made with the parents, emergency contacts will be contacted.
- 3.4 If after 30 minutes and contact cannot be made with the parent(s) or the emergency contacts, NSW Department of Education and Community will be contacted. (Safety and Security 24-hour hotline number is 1300 880 021). WOOSHC will follow instructions given by NSW Department of Education and Community
- 3.5 Due to service insurances, staff can only stay for 30 minutes after closing time. If children have not been collected at this time, police and community services may be notified to collect the child. This procedure can be varied in extenuating circumstances at the discretion of the Nominated Supervisor/Responsible Person on duty.
- 3.6 FEES for late pick up of children are \$50 for the first 15-minutes and then \$10 per 5 mins (per child) thereafter.
- 3.7 FEES for late pick up of a sick child are \$30 per 15-minute increments, after the one-hour notification period. Please refer to the Illness and Infectious diseases policy.
- 3.8 A reminder email will be sent to parents with a copy of this policy attached, following the late pick up.
- 3.9 When a parent fails to have their child collected before closing, 3 times, with no notice or appropriate reasons provided, The Nominated Supervisor will contact the parents to discuss the issue and decide if this is the right service to meet their needs. Their place at the centre may need to be withdrawn if lateness continues or a solution or agreement cannot be reached.

4. **Absent and Missing Children:**

- 4.1 Families are required to notify the service as early as possible if children are absent from the service. Absences are to be recorded in the appropriate place where the Team Leader / Educators will be aware of the information.
- 4.2 Families will be informed of their notifying responsibilities upon enrolment and via the parent handbook.
- 4.3 FEES for non-notification of children's absence are \$15 per child per session.
- 4.4 Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - Ask the other children about their knowledge of where the child might be.
 - Approach the school office or teacher and ask for information regarding the child's attendance at school.

- If the child is absent from school, call the child's parents/ nominees, to check if the child is absent and to remind them of their notifying responsibilities.
- If the child was present at school and the other children and school staff are unaware of their whereabouts, and the parent/nominees can't be contacted, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
- If the child is still unable to be located, educators will return to the service and call the child's authorised nominees again. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
- Continue to keep in contact with the school during this time.
- Arrange for appropriate supervision of children at the service and send an educator to school areas or exit gates to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
- After exhausting all of these checks, If the child remains missing, contact the police, and keep the authorised nominees and school informed of the situation.
- The service will notify ACECQA through the NQA ITS portal within 24 hours of the incident occurring.

5. Acknowledgement of children's arrival:

- 5.1 Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service. If using transport to deliver children to the service, ensure procedures are in place to record that children are signed in and accounted for or follow the above procedures for missing children.

Sources

- Australian Children's Education & Care Quality Authority. (2014).
- My Time, Our Place: Framework for School Age Care in Australia (2011).
- Guide to the National Quality Standard
- Education and Care Services National Regulations
- Network of Community Activities
- Childcare Centre Desktop

Policy review information -

The Service encourages staff and parents to be actively involved in the annual review of each of its Policies and Procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Review Date	Date completed	By Whom	Collaborated	Comment
Nov 2022	Nov 2022	Brandi (Manager)	Staff Committee Parents	
Nov 2023	23 Nov 23	Brandi (Manager)		
Nov 2024	28 Nov 24	Brandi (Manager)		
Nov 2025	27 Nov 25	Brandi (Manager)		
Nov 2026				