



# Delivery and Collection of Children Policy

## NQS

QA2	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
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## National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

## Aim

To ensure the safety and wellbeing of children at all times.

## Related Policies

Child protection Policy

Enrolment Policy

Family Law and Access Policy

Incident, Injury, Trauma and Illness Policy

## Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours (6.45am – 8.35am and 3.15pm – 6.45pm) of the service as we are not licensed to accept children before this time.

### Arrival:

- 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.
- A locker or shelf space will be made available to children.

### Departure:

- All children must be signed out by their parent or person who collects the child from our service.

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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 can 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. 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. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.

- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
  - discuss their concerns with the person, if possible without the child being present
  - suggest they contact another parent or authorised nominee to collect the child.
  - educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
  - attempt to contact the parents or other authorised nominees. (Earlier attempts may have also been made to contact the parents and nominees)
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to **60 minutes** before ringing the police or Child Protection Hotline
  - wait for **60 minutes** and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.

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- Details of absences during the day will be recorded.

### **Children attending extracurricular activities on the school grounds.**

The family shall be responsible for informing the OSHC service of any extra curricular activities that the child/ren may be enrolled in whilst enrolled and registered to attend the service.

- This may be done by completing the appropriate documentation available at the service.
- The Coordinator shall discuss with the family the impact that this may have on the service.
- Such discussion shall include whether the child will be signed out of care by the OSHC or the activity provider and who shall be responsible for collecting the child from the service.
- Suitable negotiations and arrangements shall be made to decide whether or not the service will be able to provide additional assistance to the family in having their request met if they are asking for their child/ren to be dropped off or collected from the activity.
- In making an appropriate decision, the Coordinator shall be required to consider:
  - The accessibility and available of staff to fulfil such functions.
  - Legislative implications for the service such as maintaining ratios for movement outside of licensed space.
  - Any financial implications or impacts on the service.
  - Any negative impacts on other children attending the service who are not directly involved in the extracurricular activity.
- Educators may support families in collecting/dropping off children to extracurricular activities within the school grounds.
- Extra activities include but are not limited to music bus, basketball, chess club, drawing or cooking clubs.
- Parents must sign authorisation for their child to attend, listing particular activity including time and details.
- Staff may deliver children into the care of the designated activity leader and will not be held responsible for the child during this time.
- Parents are responsible for all planning, booking and time changes of activities.
- Parents must communicate with the extracurricular activity provider and notify nominated supervisor in writing of any changes to times/days.
- Delivery of your child to any extracurricular activity is at the nominated supervisor's discretion, if the service is not updated with times and information in writing the nominated supervisor may authorise the child to not be signed out of the service.
- While educators make every attempt to support families with children attending extracurricular activities. The service holds no responsibility for children not attending activities.

### **Delivering children to and from school**

Educators will deliver children to, or collect children from school. When delivering or collecting children from school educators will:

- ensure ratios continue to be maintained at the service at all time
- ensure children moving between the service and school are adequately supervised at all times

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- deliver children inside the school premises (eg ensure children are inside the school fence before leaving)
- collect children from an agreed area inside the school premises.

## Sources

**Education and Care Services National Regulations 2011**

**My Time Our Place**

**National Quality Standard**

**Occupational Health & Safety Act 2004**

## Review

The policy will be reviewed annually by the Out of School Hours Care subcommittee of School Council.

<u>Ratification Date</u>	<u>Review Date</u>	<u>Version Number</u>	<u>Date Produced</u>
August 2018	Year 2018	2	October 2015