

## Delivery and Collection of Children Procedure

### Policy Statement

Fun 4 U Helensburgh aims to provide a clear procedure for the delivery and collection of children which ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures so that all educators can ensure the safety of the children in their care.

#### **Links Education and Care Centres National Regulations 2018, National Quality Standard 2018**

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##### Regulations

- S.162 (A) – Child Protection Training
- S. 165 – Offence to inadequately supervise children
- S. 167 - Offence relating to protection of children from harm or hazard
- S. 170 - Offence relating to unauthorised persons on education and care service premises
- 84- Awareness of child protection law
- 86- Notification to parents of incidents, injury, trauma and illness
- 87- Incident, injury, trauma and illness record
- 99 - Children leaving the Education and Care Service premises
- 100- Risk assessment must be conducted before excursion
- 102- Authorisations for excursions
- 102AAB- Safe arrival of children and policies
- 102AAC- Risk assessment for the purposes of safe arrival of children policies and procedures
- 102B- Transport risk assessment must be conducted before service transports a child.
- 102C- Conduct a risk assessment for transporting children by 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- centre-based services
- 157 - Access for parents
- 158- Attendance and enrolment records
- 160- Child enrolment records to be kept by approved provider
- 161- Authorisations to be kept in enrolment record
- 168- Education and Care Service must have policies and procedures
- 170- Policies and procedures to be followed.
- 171 - Policies and procedures to be kept available
- 172- Notification of change of policies or procedures
- 173 - Prescribed information to be displayed
- 175 - Prescribed information to be notified to the regulatory authority

##### Quality Standards

- QA2- Children's Health & Safety. – 2.1.1, 2.2, 2.2.1, 2.2.2, 2.2.3

### Procedure

Our OSHC Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators and staff implement these.

The Approved Provider/Nominated Supervisor/Responsible Person will ensure:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of this *Delivery and Collection of Children Policy*
- adequate supervision is provided when children arrive and depart the OSHC Service premises
- relevant educator to child ratios is adhered to at all times
- accurate attendance records are kept

- children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the OSHC Service including the name, address and contact details of
  - any emergency contacts
  - any authorised nominee
  - any person authorised to consent to medical treatment or administration of medication
  - details of any court order, parenting orders or parenting plan
  - any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQA IT System.
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child).

### **Arrivals- Morning care**

- Children and families are not to enter the service premises at any time prior to the centre's opening hours due to Insurance and supervision requirements.
- On arrival, the parent/authorised person must ensure the child/ren are signed in by the IPAD by entering their number/ passcode and selecting the sign in button on the IPAD program.
- Any points of information are to be recorded by an educator in the Day Book such as special requirements or changes regarding who will collect the child.
- Any notification of change to any information documented in the enrolment form such as authorised people to pick up must be completed and updated on the OWNA App.
- Children are to place their belongings in their school bags and place them in the designated area. (My Time, Our Place, Outcome 1.1 Children *develop their autonomy, inter-dependence, resilience and sense of agency*).
- The parent/authorised person must ensure that an educator is aware of the child's presence before leaving the centre and that any special needs have been communicated.
- Should a child require medication, the parent/authorised person must complete a medication form in accordance with the centre's 'Administration of Medication' Policy, made available on the OWNA app.
- Educators are to complete hourly head count checks to ensure all children are always counted for. If a child is present but not signed in, the educator must sign in for that child, noting the time, because in the event of an emergency evacuation or lock down, the attendance records are used to account for all children in the Centre.
- If the family is to receive Child Care Benefit, the parents are required to be the signatory on all occasions or to initial any past instance where they were not.

## **Departures- Morning care**

- When the bell rings at 8:25 am for school the children are permitted to enter the school playground and be in care of the school teacher on duty. Kindergarten children will be escorted to the infant area.
- Children who may require specialised supervision requirements will be reviewed on a case by case base and an individual supervision plan will be established.
- Children that are exiting the service to attend another premises will be escorted to transport provided and the company will be arranged by the parent. Safe transport of children procedures and policies will be followed.

## **Arrivals- Afternoon care**

### Helensburgh Public school pick up

- In term 1 all kindergarten children attending Fun 4 U for afternoon care are to be collected from their classroom when the bell rings. Educators must be at the classrooms before the bell rings. Educators must have a daily list of children to collect to ensure all children are collected. Once collected Educators are to walk them down to the Fun 4 U premises and sign in each child.

### Procedure if a child does not arrive at the service for care

- If a child is not physically present and a notification of absence hasn't been made, then Educators must check the child's attendance with the teacher. If the child was at school but was not at the classroom Educators must: -
  1. Check the bus lines for the child
  2. Check the school entrances
  3. Check the school toilets/ classrooms/ library
  4. Contact the family to ensure alternative arrangements for pick up having been made.
  5. Contact the police to notify that a child is missing and search all premises for the child.
  6. Educators are to call a lockdown for the remaining children in attendance to ensure all children are adequately supervised until the situation is resolved.
  7. If the child leaves the care of the school employed teacher before the bell and does not notify Fun 4 U educators, then Nominated Supervisor or Director will inform the Principal of the school of the incident.
  8. The Director/ Nominated Supervisor or Nominated Responsible person is to complete the record of a serious incident using the online notification form located on the ACECQA website within 24 hours of the incident. An incident report must also be documented for the family and service using the Incident Form.

## **Departures- Afternoon care**

- A child may only be collected from care by the parents and/ or a nominated authorised person on the enrolment form.
- The authorised person collecting the child must sign the child out of the centre using the electronic system set up on the iPad. The authorised nominee must enter their mobile phone number and passcode on the iPad of departure and select sign out.

- The authorised person and the child must ensure that all personal belongings are collected and taken home.
- The authorised person must ensure that a staff member has been made aware that they are taking the child from the centre.
- The nominated supervisor or a responsible person is to be notified if the person collecting the child will be later than usual and the child will be informed to avoid anxiety.
- If the child is to be collected by a person not authorised on the enrolment form, parents must personally inform, on the OWNA app, prior to pick up.
- The change should be confirmed on the app or email if possible and the person collecting the child asked to bring identification.
- Names and contact numbers of all people authorised to collect the child must be included on the enrolment form and updated on the OWNA app annually or sooner should a change occur. These numbers are to be entered the sign in/ out kiosk.
- The authorised person is required to provide proof of identification to staff if they have not previously done so.
- Centre staff will not release a child to anyone who is not authorised without prior consent.
- If there is an emergency and the parent/authorised person cannot collect the child, the parent must personally notify the centre by telephone. The parent will be required to indicate who will collect the child, give a description and ask the person to provide centre staff with proof of identity – e.g. driver's license or passport.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the nominated supervisor or responsible person will ring the parent to obtain authorisation. The child will not be released from the centre until appropriate authorisation has been received.
- At the end of the day, educators are to check that all children have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the centre safely, parents will be reminded, when the child next attends, that they must sign their child out.
- If it is discovered that a child is **not** in the Centre, **not** signed out, and educators are **unsure** of their departure, the family will be contacted immediately to confirm the child's whereabouts. If the child is not in their care, the Centre would seek immediate advice from the Police and contact the Office for Early Childhood Education and Care within 24 hours of the incident occurring.
- At the end of each day, educators must check the entire premises including outdoors and indoors to ensure that no child remains on the premises after the Centre closes.

## Late Collection of Children

- Children must be collected from the centre by 6.00 pm as the service is not insured to care for children after that time. (Refer to Fees Policy regarding late fees).
- If a parent knows that they are going to be late, they must ring the centre and arrange, if possible, for another authorised person to collect their child.
- At 6.05 pm staff will begin contacting children's parents or emergency contacts to arrange immediate pickup.
- If staff are unable to contact an authorised person by 6:30pm they will contact the afterhours number for the Department of Families and Community Services who will advise them what to do next.
- If necessary, staff will leave a note for parents on the centre door indicating the whereabouts of their child.
- A verbal warning will be given to the parent the first time they are late.
- The late fee will be implemented for the second and third times.
- The late fee will be charged for the fourth time and a warning given that the child's place will be terminated should a late pickup occur again.
- The child's placement at the centre will be terminated should a late pickup occur again.
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else to collect

the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number.

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