



Delivery & Collection of Children Policy

POLICY STATEMENT

Our Service will ensure that the dropping off and picking up of children is done in a manner which safeguards their wellbeing, health and safety. All Educators will ensure that they adhere to the clear procedures in relation to the delivery and collection of children. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children and accounting for the whereabouts of each child whilst in the service's care.

CONSIDERATIONS

Education & Care Services National Regulations	National Quality Standard	Related Policies & Documentation	Other
R99, R158-161, R168, R176	Standards 2.3 and 7.3	<ol style="list-style-type: none"> 1. Parent Handbook (203) 2. Staff Handbook (202) 3. Enrolment & Orientation Policy (110) 4. Acceptance & Refusal of Authorisations Policy (108) 5. Dealing with Medical Conditions & Medication Administration Policy (115) 6. Providing a Child Safe Environment Policy (116) 	

PROCEDURE

1. Delivery of Children

- 1.1 Children are not to be left unattended at the Centre prior to the opening hours of the Centre or after closing time of the Centre.
- 1.2 Each morning and afternoon an Educator will be present on the veranda to greet the children and parents on arrival.
- 1.3 On arrival the authorised person delivering the child is responsible for using their personal log in and signing the child in on the iPads, the exact arrival time will be reflected on the iPads.
- 1.4 In the instance of a child attending the Centre and not arriving at the usual end-of-school time, the authorised person delivering the child is responsible for ensuring that an Educator has been made aware of the child's arrival at the Centre. The Educator must sight the child and is then responsible for using their personal log in and signing the child in on the iPads, the exact arrival time will be reflected on the iPads.
- 1.5 Children should safely place their belongings outside on the veranda.
- 1.6 The person delivering the child must ensure that the Educators are aware of the child's presence before leaving the Centre.
- 1.7 If a child requires medication to be administered whilst at the Centre, the person delivering the child must fill in a medication permission form as per the *Dealing with Medical Conditions & Medication Administration Policy* (HNCCA 115).
- 1.8 **Children must never sign themselves into the Centre's care, this is only to be completed by a parent, guardian or when previously arranged, an Educator.**

2. Collection of Children

- 2.1 Children must be collected by closing time of the Centre as per section 9 of *Payment of Fees Policy* (HNCCA 109).
- 2.2 The authorised person who is collecting the child must use their personal log in to sign the child out on the iPads, the exact departure time will be reflected on the iPads.
- 2.3 Written authorisation must be given in the child's enrolment form if children have permission to leave the Centre by themselves. In this case, the Responsible Person would sign the child out of the Centre at a specified time.
- 2.4 Educators will be aware of each child's departure from the Centre and will ensure that they are only collected by an authorised person listed on the collection list.

- 2.5 If the child is to be collected by anyone other than the name on the enrolment form, parents must have informed the Centre in writing prior to pick up.
 - 2.5.1 The person collecting the child must make their collection of the child known to an Educator.
 - 2.5.2 The person collecting the child will be asked to show identification if they are unknown to an Educator.
 - 2.5.3 The Educator in contact with the person collecting the child is responsible for using their personal log in and signing the child out on the iPads, the exact arrival time will be reflected on the iPads.
 - 2.5.4 The person collecting the child **must not** use the iPads to sign the child out unless they have an established account for the child.
- 2.6 The names and contact numbers of all the people authorised to collect the child are included on the enrolment form, changes should be advised in writing.
- 2.7 The authorised person is required to give proof of identification to staff if they have not seen them previously.
- 2.8 The Centre will not release the child to anyone who is not authorised without prior consent and in line with Centre policy.
- 2.9 If there is an emergency and the parent or an authorised person cannot collect the child, the parent must call the Centre to let them know. The parent will be required to indicate who will collect the child in writing, i.e. email or SMS to the work mobile phone.
- 2.10 If a parent wishes to exclude a specific parent/guardian from being authorised to collect their child/ren from the Centre, they will need to provide copies of any related court orders or apprehended violence orders to the Centre.
- 2.11 All Kindergarten children attending After School Care will be collected each afternoon from their classroom by an Educator. This will occur for **the entire year**. Towards the end of term 4 Kindergarten children will be encouraged and guided in the practice of walking over to After School Care by themselves. **At the beginning of the coming year the previous Kindergarten children will be guided walking over by themselves for the first few days of year. 1.**
- 2.12 **Children must never sign themselves out of the Centre's care, this is only to be completed by a parent, guardian or when previously arranged, an Educator.**

3. Absent Children

- 3.1 Parents are to advise the Centre if their child will be absent on a day they are booked into the Centre. If parents are aware beforehand they must inform the Centre in person or in writing (submitted noted or email) who must record the

information in the bookings and cancellations folder for the expected day of absence. Please refer to section 5. of the *Payment of Fees Policy* (HNCCA 109) for information on cancellation fees. **Parents are to indicate if their child is going to be absent on a day they are booked into the Centre, by logging in to their My Family Lounge App and marking their child as absent for the relevant session. This can be done up to 2 weeks in advance or as late as on the day of the booking.**

- 3.2 Should a child not be present or waiting in the designated area when expected, staff will:
 - 3.2.1 Ask the other children of their knowledge of where the child might be.
 - 3.2.2 Approach the school office staff and ask for information regarding the child's attendance at school.
 - 3.2.3 If a child was attending school that day and office staff and children are unaware of their whereabouts, Educators are to search the school premises whilst ensuring supervision is maintained in all other areas.
 - 3.2.4 If the child is still unable to be located, Educators will contact the authorised contacts within 15 minutes of roll call being finished, until contact is made, to gain further information. All emergency contacts are to be phoned if no contact is made. Contact is to be maintained with the authorised nominees until the child is located.
 - 3.2.5 Follow up on any leads regarding children going to a friend's house and check common places in the local area.
 - 3.2.6 Keep in contact with the school during this time. The School Principal and HNCCA President (or other Management Committee member if HNCCA President is unavailable) are to be contacted and informed of the missing child.
 - 3.2.7 If the child remains missing for more than half an hour after roll call has finished, contact the police and maintain contact with the authorised contacts, School Principal and HNCCA President (or other Management Committee member) informed of the situation.
 - 3.2.8 The Responsible Person will lodge a notification to ACECQA within 24 hours of the incident occurring.

4. Acknowledgement of Children

- 4.1 Educators will acknowledge children's arrival at the service during the After School Care by recording the child's name on the attendance roll. Children will be

addressed by name to ensure the correct child has arrived at After School Care and when arriving back at the Centre after activities or excursions.

5. Delivery and Collection of Children: Extra Curricular Activities

- 5.1 If a child/ren are required to attend Extra Curricular Activities during Before and After School Care hours, parents are required to complete an Extra Curricular Activity Permission form prior to the child's activity commencement.
- 5.2 An Activity List will be used to monitor and log children's attendance to activities. The log will include:
 - The name of the child
 - The child's year group
 - The name of the activity
 - The location of the activity
 - If the child is on the roll
 - If the child attended the activity
 - The start time of the activity
 - The departure time of the activity
 - The individual responsible for signing the child out of Centre care to attend the activity
 - The conclusion time of the activity
 - The individual responsible for signing the child out of Centre care to attend the activity
- 5.3 Children that are to attend Extra Curricular Activities during Before and After School Care hours will be escorted by a designated Educator to and from their activities.
- 5.4 The designated Educator is responsible for communicating to Educators marking the rolls of any children who are attending extra-curricular activities.
- 5.5 When children who were of attendance to extra-curricular activities return to the Centre's care, the Educator responsible for the activity list, is required to headcount the children back into the Centre's care by using their personal log in on the iPads, the exact arrival time will be reflected on the iPads.

ENDORSEMENT BY THE SERVICE

Date Approved by Director: ____ / ____ / ____

Signature of Approval by Director: _____

Date Approved by Management Committee: ____ / ____ / ____

Signature of Committee Representative: _____

Role of Committee Representative: _____

Date for Review: ____ / ____ / ____