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		EASTWOOD HEIGHTS OOSH POLICY		
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Written By Nominated Supervisor	Reviewed By EHOOSH Management committee	Approved By EHOOSH Management committee	Supersedes Version 1	Effective Date April 2021

Eastwood Heights OOSH

Delivery and Collection of Children Policy

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1. POLICY STATEMENT

Eastwood Heights OOSH (the Service) will ensure that children arrive at 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 and ensuring that families understand their own responsibilities in relation thereto.

2. PROCEDURES

2.1 Delivery of children

Children are only under the duty of care of the Service once they are signed in for before school care and Vacation Care, or signed in by an educator at roll call for after school care. Children are not to be left at the Service unattended at any time prior to the opening hours of the service. Any person delivering a child to the Service must sign the attendance roll and record the time of arrival of the child. Educators should be made aware of each child's arrival at the Service and exchange information with the person delivering the child if necessary.

If a child requires medication to be administered while at the Service, the person delivering the child must document this in writing as per the Service's Medical Conditions Policy and Administration and Storage of Medication Policy.

If a child needs to leave and then return to the Service (eg for sports training or band practice), these arrangements must be communicated as per the Acceptance and Refusal of Authorisations Policy. Educators will then sign the child out and in.

2.2 Acknowledgement of children's arrival

Educators will welcome and acknowledge the arrival of each child at the Service for the after school care sessions and record the child's time of arrival at the Service on the attendance roll.

2.3 Collection of Children

Children must be collected by the closing time of the Service. Any person collecting a child from the Service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis. The parent or authorised nominee who is collecting a child must sign the attendance register and record the time of collection.

A child under the age of 16 is generally not permitted to sign out another child. However, in emergencies or other special circumstances, children under the age of 16 may be allowed to collect their sibling(s). Parents or Guardians should contact the Service beforehand to advise of and authorise such occurrences and then initial the roll the next time they are in the Service to ensure procedures set out by the Department of Education are followed.

Educators will be aware of each child's departure from the Service and ensure children are only collected by an authorised nominee listed on their collection list. Where a child's parent or authorised nominee(s) cannot collect the child and someone not on the collection list will be collecting instead, the Service must be notified by phone as soon as possible by an authorised nominee. Written authorisation of who is to collect should be gained wherever possible, however

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verbal consent and an identification check will be sufficient in the case of an emergency.

2.4 Absent or missing children

Families will be informed of their notifying responsibilities upon enrolment and through the EHOOSH Family Handbook. A key responsibility of families is to notify educators as early as possible if their child(ren) will be absent from the Service. All absences will be recorded and reported for Child Care Benefit purposes.

Should a child not arrive at the Service when expected, educators will attempt to contact the child's parents. If the parents can't be contacted (or the parents believe their child to be at school), educators will then:

- approach the school office and ask for information regarding the child's attendance at school (and ask the other children where the child might be)
- if the child was absent from school, later contact the child's parent or authorised nominee(s) to remind them of their notifying responsibilities and find out when they expect the child to return to the Service
- if the child was present at school and the other children and school staff are unaware of their whereabouts, educators will begin searching for the child in the school area
- if the child is still unable to be located, educators will return to the Service and attempt to call the child's authorised emergency contact(s) to gain further information. An educator will call each contact listed until contact is made. Contact will then be maintained until the child has been located
- if the child remains missing, the police will be contacted. (The Nominated Supervisor will notify the Regulatory Authority within 24 hours of the incident occurring.)

2.5 Procedure for late collection

Educators should be notified as soon as possible if the parent or authorised nominee will be late. The child will then be informed to avoid unnecessary anxiety. If a child has not been collected 30 minutes after the Service's closing time, and the parents, authorised nominees, or other emergency contacts have not been able to be contacted, the Nominated Supervisor (or other responsible person in charge) will contact the EHOOSH Parent Management Committee to advise them of the situation and consult on what action to take. This may include:

- whether the Service should contact the police
- what actions the Approved Provider or child protection agency will take
- the Service's availability to continue to care for the child, ie the length of time educators are available to stay at the Service, concerns regarding the security of the premises after hours etc

In accordance with child protection laws, two adults will remain at the Service with the child. If the educators present are unable to remain at the Service to care for the child, the Nominated Supervisor (or other responsible person in charge) will ensure the wellbeing of the child. This could include them adopting any of the following options:

- educators who have agreed to make themselves available will be contacted and asked to relieve present educators as soon as they are able
- the EHOOSH Parent Management Committee will send a representative to relieve one or both of the present educators as soon as possible
- the Department of Family and Community Services (FACS) may be contacted
- School Principal will be contacted

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- the police may be contacted to find out if the parent has been involved in an accident, or to ask the police to take action to try to locate the missing parent.

Educators will continue to care for the child's physical needs (eg provide a snack or evening meal), entertain the child as best as possible, reassure the child if he/she is anxious and, if appropriate, settle the child down to sleep.

When the parent, authorised nominee or emergency contact person arrives to collect the child, they will be required to complete and sign a Late Collection Form indicating the time of collection and acknowledging that a late fee will be charged. Educators will then advise FACS or the police (if contacted), the Nominated Supervisor, the EHOOSH Parent Management Committee and the School Principal that the child has been collected.

3. REFERENCES

3.1 Statutory authority

Education and Care Services National Law Act 2010 (Regulation 99, 158, 176)

3.2 Service policies

- Acceptance and Refusal of Authorisations Policy
- Administration and Storage of Medication Policy
- Enrolment and Orientation Policy
- Hours of Operation Policy
- Providing a Child Safe Environment Policy
- Medical Conditions Policy