

Delivery and Collection of Children Policy

Published	January 2017
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Sources	Education and Care Services National Regulations, October 2017 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Standard, February 2018 Australian Government's Child Care Service's Guide to CSS

Aim:

To ensure the safety and well being of children, Educators, staff and Parents/Guardians when the responsibility of caring for a child is being passed to and from the Care Provider.

Explanation:

The role of each Person /Party involved in the drop off and or collection transition must be clear at all times. The time when children are arriving at and departing from the OSHC venue can be hectic. It is important that parents/guardians and Educators are clear where their respective responsibilities for the child start and finish.

Accountability requirements for children in Commonwealth funded childcare services in Australia state that the person dropping the child off, or picking the child up must have authority to do so and must sign the child in and out of the approved childcare service.

In accordance with the Education and Care Law(167):

The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

It is our services position that only persons aged 18 years or over can be authorised to collect children from the Education and Care service.

Responsibilities:

In relation to the Approved Provider & Co-ordination Unit Staff:

- Be aware of their obligations under the current Education and Care Services National Regulations and the National Quality Standard in relation to arrival and departure procedures
 - Provide training on Arrival and Departure Procedures during each Educators' Induction Training
 - Assist Educators in the development, practice and evaluation of Handover (Arrival and Departure) Risk Assessments and Procedures
 - Inform Parents/Guardians upon enrolment of the Pre School and School Drop Off and Pick Up Procedure and seek their authority through the signed Enrolment Form.
 - Communicate any changes to the arrival and departure risk assessments to families as they occur.
 - Promote awareness of the Arrival and Departure Procedures to parents via newsletter articles

In relation to Educators:

- Abide by their obligations under the current Education and Care Services National Regulations in relation to arrival and departure procedures and authorised persons.
- Ensure that a child only leaves the venue under the following circumstances:

- A parent or authorised nominee collects the child
 - A parent or authorised nominee provides written authorisation for the child to leave the premises
 - A parent or authorised nominee provides written authorisation for the child to attend an excursion
 - The child requires medical, hospital or ambulance care or treatment, or there is another emergency
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- Authorised persons nominated by the Parent/Guardian must be a minimum of 18 years or over.
 - Ensure attendance records (timesheets) are signed by the person dropping the child off or picking the child up
 - Physically receive the child when they arrive at the venue
 - Inform parents of their responsibility to closely supervise children:
 - On arrival at the OSHC venue until physical handover has occurred, and
 - On departure after handover from the Educator to the parent
 - Educators need to make sure they sign children in or out - depending on whether it is Before or After School Care,, and ensure children are all signed out at the end of each session.
 - If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected
 - Should a child not arrive at the service, or is not waiting in the designated area when expected, Educators will:
 - Ask other children if they know where the child might be
 - Check with the School Office regarding the child's attendance at school
 - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should 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 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 to gain further information. 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 back to the school area 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
 - If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation
 - Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring
 - Ensure Excursion Forms, including the required Risk Assessment are completed for the walk or travel to and or from the Before or After Pre and School Care venue
 - Ensure that a Parent/Guardian of all children enrolled participate in a drop off or pick up procedure along with citing the Risk Assessment prior to the Child's Commencement of care.
 - Maintain a current copy of the drop off and collection Risk Assessment with each sign in and out folder.
 - Ensure that the Declaration including the citing of this policy and the drop off and collection Risk

Assessments are signed by the Parent /Guardian upon enrolment on the Registration Form

- Ensure the any other Excursion Form/s are signed by parents upon the child's enrolment
- Ensure a separate authority/ agreement is signed by parents upon enrolment for children who catch buses to and from the Before or After School Care venue
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect list, Educators may request photo identification

In relation to Families:

- Participate in the drop off and or pick up procedure with the service prior to the child's commencement of care and sign authority for this risk assessment on the Registration Form.
- Discuss and document Handover Procedures with the Educator
- Ensure that children are left with an Educator, they are not to be left at the service unattended at any time prior to the opening hours of the service
- Complete attendance records (timesheets) indicating the exact time handover with the Educator occurred and sign the timesheet
- In the case of children arriving or departing from the venue unattended by the parent, discuss the arrangements with the Educator, and document and sign the agreed arrangement
- Pick-up and deliver the child during the services operating hours
- Provide prior notice of an alternate person picking up a child using the Authority to Collect Form
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect list, Educators may request photo identification
- Ensure contact information is up to date with the Educator in case of an emergency
- Notify the service as soon as possible if their child will be absent from care

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Co-ordination Unit Staff accessing current relevant information
- Approved Provider, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

Policy Review

Date Revised	Comments
January 2017	Scheduled Policy Review – No changes made
August 2018	Maintain a copy of the current Drop Off and Collection Risk Assessment on the Sign in and Out folders Attached a copy of the Current Drop Off and Collection Risk Assessments to the Registration Form.
November 2018	Authorised persons must a minimum of 18 years of age