



# Delivery and Collection of Children

## POLICY STATEMENT

Lake Mac Newy OOSH will ensure that children arrive at and leave the service in a manner that safeguards their health, safety, and well-being. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities, and accounting for children's whereabouts at all times while in the service's care.

## PROCEDURES

### Delivery of Children:

- Children are not to be left at the service unattended at any time before the service's opening hours.
- In accordance with Regulation 158, any person delivering a child to the service must sign the child in on the OWNA app on the service iPad provided. If it is not reasonably possible, then the child can be signed in by a nominated supervisor or educator. Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child, such as who will collect the child.
- If a child requires medication to be administered whilst at the service. In that case, the person delivering the child must document this in writing per the services Management of Medical Conditions and Administration of Medication procedures.

### Collection of Children:

- Children must be collected by the closing time of the service.
- Once the authorised nominee has arrived, the child will be signed out and left the premises within 10 minutes due to child protection.
- Under Regulation 99, 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 regularly.
- The authorised nominee collecting a child must sign the child out on the OWNA app on the service iPad provided. If it is not reasonably possible, then the child can be signed out by a nominated supervisor or educator. Educators will be aware of each child's departure at the service and exchange information with the person collecting the child.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee on their collection list.
- Educators should be notified as soon as possible if the authorised nominee is later than expected, and the child will be informed to avoid unnecessary anxiety.
- If a person not on the collection list arrives to collect a child, written authorisation from an authorised nominee will be sought before the child can leave the service. The Coordinator will also request identification from the person collecting the child. Government-issued photo identification must be sighted and verified by educators when a person unknown to the service

arrives to collect a child, even if they have verbal authorisation. The ID must match the enrolment record or authorisation details supplied.

- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible; however, verbal consent and an identification check will be sufficient in the case of an emergency.
- Persons collecting children must be at least 16 years of age and have a NSW Photo Card as identification to be sighted and verified by educators when a person is unknown to the service.
- 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, without the child being present if possible, and
  - suggest they contact another parent or authorised nominee to collect the child
  - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
  - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
  - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities

#### Absent and Missing Children:

- Families must notify the service as early as possible if children will be absent. This can be done via email, text to the service mobile phone, or mark their child absent using the OWNA app.
- A non-communication fee of \$10 per family will be charged if they have not notified the OOSH service by 2:00 pm or if the service needs to phone parents to ascertain the whereabouts of a child/ren due to non-attendance. (as per Fees/Terms & Conditions Policy).
- Educators will record the absences in an appropriate place where other educators will know the information.
- Families will be informed of their notifying responsibilities upon enrolment.
- If a child only attends after-school care, the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
  - Ask the other children for their knowledge of where the child might be and take further action to communicate with authorised nominees.
  - Approach or phone the school office and ask for information regarding the child's attendance.
  - 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.
  - In the case of an absent child, 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.



- If the child remains missing, contact the police at 20 minutes 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.

#### Educators Acknowledgement of Children's Arrival and Departures:

- Educators will ensure every child is signed out from before-school care on the OWNA app, leaves the OOSH premises, and enters the greater school grounds by the appropriate time to attend school.
- If the arrival time is later than the starting time for school, the parent will need to take the child to the school office. If children arrive after 8:45 am, we cannot accept them due to them needing to be in attendance for 15 minutes for CCS purposes. Children will be marked as a non-attendance.
- If a child injures themselves at the service or falls ill and cannot attend school, the authorised nominee will be contacted to collect the child within 30 minutes of a phone call. Where possible, the child will remain with two educators at the service.
- Educators will acknowledge children's arrival at the service during After School Care by signing the children in on the OWNA app as they arrive in our care.
- If a child injures themselves or falls ill at school and their parent has been contacted to collect them, the service will not accept the child into our care for the session.
- Educators will ensure that all children are signed out from after-school care on the OWNA app and that the OOSH premises are empty before closing the service.
- Educators will ensure active supervision at all designated entry and exit points during arrival and collection times. This ensures that children are monitored closely, unauthorised access is prevented, and transitions are managed safely.

# CONSIDERATIONS:

| Education and Care Services<br>National Law & Regulations                      | National Quality Standards & Elements                                                | Links to other Service Policies                                                                                                                                                                                                                     | Other Documentation/ Evidence                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| S165, 167, 170, 174<br><br>R85, 86, 87, 99, 102, 157, 158, 160, 161, 168, 176. | Standard 2.2<br><br>Elements 2.2.1, 2.2.2<br><br>Child Safe Standards 1, 3, 7, 9, 10 | <ul style="list-style-type: none"> <li>- Enrolment and Orientation Policy</li> <li>- Administration of Medication Policy</li> <li>- Providing a Child Safe Environment Policy</li> <li>- Acceptance and Refusal of Authorisations Policy</li> </ul> | <ul style="list-style-type: none"> <li>- Parent Handbook</li> <li>- Staff Handbook</li> <li>- Fees/Terms &amp; Conditions policy</li> <li>- My Time, Our Place.</li> <li>- Service newsletters/parent notices</li> <li>- Authorisation details on enrolment forms</li> <li>- Attendance records</li> <li>- Medication authorisation records</li> </ul> |

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