



Delivery & Collection of Children

Purpose of this Policy

To ensure we have clear guidelines to ensure the safe delivery and collection of children attending OSHC.

School Support Services will:

- Service Coordinators/Certified Supervisors will ensure the attendance record is signed by the parent/guardian or educator detailing the child's time of arrival and departure from the service
- Educators will refuse to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is not written authorisation of one of these (refer also to *Acceptance and Refusal of Authorisations Policy*)
- Educators will ensure any changes to information of 'authorised nominees' is advised by a parent/guardian in writing to the service
- Educators will ensure they inform School Support Services Management immediately or as soon as is practicable, if a child has left the service unattended by an authorised nominee (adult) or with an unauthorised person
- Educators will follow the procedure for the late collection of children
- Educators will maintain educator-to-child ratios at all times whilst educating and caring for children (including when children are collected late from the service – please notify SSS Management via email if late pick up occurs)

Educators are responsible for:

- Following the procedure for the late collection of children. The procedure is as follows:

Children Arriving and Leaving the OSHC Service Procedure:

After school care

The children leave from class and walk directly to OSHC. An educator signs in all of the children by approximately 3.35pm. If a child is on the roll but not at the service, the educator must first check with the school to see if the child has been at school. If the child was at school please follow the steps on the 'absent child' procedure.

Absent Child Procedure:

Before School Care (BSC)

If a child does not arrive to before school care, child will be marked absent on the attendance roll. An absence is charged at normal session rate. Where 48hours notice is provided for an absence, the booking will be marked as a cancellation which does not incur a charge.

After School Care (ASC)

If children are on the roll and they do not arrive for the after school care session by **3.35pm/3.40pm**, please do the following :

1. Double check ASC roll. Check with other educators and children to check whether they have had a visual of the child after the school bell.
2. Contact the school office to ensure the child/ren attended school.
3. Ask office to call absent child/ren over the loud speaker to make their way to ASC.

3.40pm/3.45pm

1. Contact School Support Services Management
2. Contact primary carer/s if a child has not arrived to OSHC
3. Contact 1st authorised nominee.
4. Contact 2nd authorised nominee.
5. Contact School Support Services Management with an update on absent child/ren

Late Pick ups

If a family is late coming to pick up their child/ren, an educator must try and contact the family. The educator then must contact the authorised nominees. If contact cannot be made, an educator must contact the School Support Services Management for further instruction. The educator then must contact the authorised nominees.

Early childhood professionals have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person.

Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed:

- Consult with the School Support Services Management, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If an Educator or School Support Services Management fears for the safety of the child, themselves or other service staff at any time, contact the police immediately.
- Complete an *Incident, Injury, Trauma and Illness Record* and file with the child's enrolment form.
- Inform School Support Services Management as soon as is practicable, and within 24 hours of the incident.
- School Support Services Management will inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring where required.

Parents/guardians are responsible for:

- alerting the service on the bookings line on 0488 662 783 if their child is going to be absent from OSHC
- completing and signing the authorised nominee (at least 2 additional contacts) section of their child's enrolment form before their child attends the OSHC service
- signing the attendance record as their child arrives at and departs from the OSHC service
- ensuring educators are aware that their child has arrived at/been collected from the OSHC service
- collecting their child on time at the end of each session/day, no later than 6.30pm
- alerting the service on the bookings line on 0488 662 783 or School Support Services Management on 0434 939 529 if they are likely to be late collecting their child/ren
- supervising their own child before signing them into the OSHC program and after they have signed them out of the OSHC program
- supervising other children in their care, including siblings, while attending or assisting at the OSHC service
- Paying a late-collection fee if required, this is at the discretion of Service Coordinator (in consultation with SSS Management) and can be waived in extreme circumstances only.
Fee for late pick up - A fee of \$1 per minute is payable after 6.30pm outside the normal fee structure.

Volunteers and students, while at the OSHC service, are responsible for following this policy and its procedures.