

## A-8 Dropping Off and Picking Up

### NQS

QA. 2.2.1	Supervision.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.3	Families are supported
QA. 7.1.2	Management systems
QA. 7.1.3	Roles and responsibilities.

### National Regulations

Reg. 146	Nominated supervisor
Reg. 157	Access for parents
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

### Policy Statement

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

### Related Policies

- Concord OSHC Policy A-1: Hours of Operation
- Concord OSHC Policy A-5: New Children Orientation
- Concord OSHC Policy A-6: Fees
- Concord OSHC Policy A-10: Acceptance and Refusal of Authorisations
- Concord OSHC Policy A-11: Maintenance of Records
- Concord OSHC Policy A-15: Role of the Management Committee
- Concord OSHC Policy C-12: Communication
- Concord OSHC Policy D-9: Emergency Procedures
- Concord OSHC Policy D-20: Medication
- Concord OSHC Policy D-22: Child Protection

## **Procedure**

### **Dropping Off**

Children are not to be left at the Centre at any time prior to the opening hours of the Centre, as stated in the Hours of Operation Policy (A-1).

On arrival, the parent / authorised nominee bringing the child is responsible for electronically signing the child in, which records the time of arrival. In the event that a parent/guardian has failed to sign their child in on drop off, the Nominated Supervisor or other responsible person may sign a child in, as per regulation 158.

On drop off, children are to place their belongings on the bag hooks in Concord OSHC corridor.

The parent / authorised nominee dropping the child off must ensure that an educator is aware of the child's presence before leaving the Centre and that any special needs are communicated. Any points of information provided to educators are to be recorded in the daybook, for example, any particular requirements for the day, any changes as to whom will collect the child, any necessary administration of medication, or a child's attendance to an extra-curricular activity. All relevant authorisations must be provided (see A-10 Acceptance and Refusal of Authorisations Policy).

A notification of change to the child's attendance will need to be completed online via the webserver. If a change to attendance is past the online cut-off times, this change can be informed to the responsible educator by phone or email. The educator will manually make these changes on the online sign on sheet.

As a child is released to school grounds during the morning session, the Nominated Supervisor or Responsible Person on duty will electronically sign the child out, indicating time of departure.

### **Picking Up**

Educators will collect Kindergarten children from their classroom at the end of the school day for the first Term. Children will be instructed to wait for educators to collect them. All other children will make their own way to the Centre.

After children have arrived at the centre for the afternoon session, the Nominated Supervisor or Responsible Person on duty will perform a roll call and sign the children in electronically, indicating time of arrival. The roll call officer will then perform a headcount to confirm the number of children present.

The parent / authorised nominee who is collecting the child must sign the child out, indicating the time of departure.

In the event that a parent/guardian has a pre-discussed arrangement, the Nominated Supervisor or other responsible staff member may sign-out a child (this is only on the occasion that a child has an Out-of Centre, On-School-Premises activity). The parent/guardian must provide written consent via an Out of Centre Activities Form prior, outlining the details of the arrangement as well as acknowledgment that the Centre forgoes responsibility of the child as soon as they are signed-out.

If the understanding is that the child will attend their activity then return to OSHC, the Nominated Supervisor or Responsible Person will sign-out the child, before signing the child back in once they return. The Centre does not take responsibility for the child until they have returned to the Centre. The Nominated Supervisor reserves the right to refuse an authorisation should it be in the best interest of the child or other children (see A-10 Acceptance and Refusal of Authorisations Policy).

The parent / authorised nominee must ensure that the Nominated Supervisor or Responsible Person on duty is aware that they are taking the child away from the Centre.

The parent / authorised nominee and children are to ensure that all belongings are collected.

If the child is to be collected by anyone other than the parent or authorised nominee on the Enrolment, the Centre must be personally informed by the parent/guardian or authorised nominee in writing or by email.

In the case of an **EMERGENCY**, a parent may phone the Centre to let them know, indicating who will collect the child and a description of the person. Parents must ensure the person provides the Centre with proof of identity e.g. drivers license or photo identification.

To ensure the safety of all children, the person picking up the child will be required to produce photo identification and must be 18 years or over. This includes authorised nominees and parents / guardians if they are unfamiliar to the centre staff.

The names and contact numbers of all the people authorised to collect the child must be included on enrolment. Any changes to these must be advised via the Authorised Nominees section of the centre webserver as soon as possible.

The Centre will not release a child in to the care of anyone not authorised, without prior consent.

If the Centre has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Responsible Person on Duty will ring the parent/guardian to get his/her authorisation. The child will not be released from the Centre until proper authorisation has been received.

In the case of a non-custodial parent/guardian attempting to collect a child from the Centre without written consent, an educator will attempt to make immediate contact with the parent/guardian who holds primary custodial rights. For child safety, the centre will go into lockdown while the Responsible Person on Duty strongly discourages the person from trying to take the child. If they threaten any violence or harm to the staff, child or themselves, the Responsible Person on Duty must be aware of their Duty of Care to all children and educators on the premises and will call the police immediately (see D-9: Emergency Procedures Policy – Harassment and Threats of Violence).

### **Late pick-up of children**

Educators must be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

Children must be collected by the closing time of the Centre, as dictated in the Hours of Operation Policy. Any child collected after closing time may incur a Late Pickup Fee as set by Management (see policy A-6: Fees).

If a child is not collected by closing time and no contact can be made with parents or emergency contacts, then an educator will contact the Management Committee and inform them of the situation. The Centre reserves the right to contact the police and Community Services if by 6:30pm the child has still not been collected and there remains no contact from the parent/guardian. A notice will be left on the OSHC room door to inform the parent as to where the child has been taken. Contact details (i.e. phone numbers) will also be written on this notice.

If a parent continues to collect their child after closing time, the Nominated Supervisor will need to discuss other options with them and suitable arrangements made. Late pick-ups may jeopardise the child's place in the Centre and the enrolment may be cancelled, after a written warning is given, if the Late Pick-ups continue.

## **Sources**

- Education and Care Services National Regulations 2011
- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)

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