



Dara School

Out of School Hours Care

**Delivery and Collection of
Children Policy**

DELIVERY AND COLLECTION OF CHILDREN OSHC POLICY

1. Background

Effective partnerships between an OSHC service and its families greatly assist in all aspects of service delivery. This is especially so in children arriving and departing from a Service. It is in this short period of each day where bonds between educators, staff and families are developed and where children are welcomed and settled into the OSHC environment.

A Service must retain records of attendance such as sign-in sheets. Families are responsible for signing these attendance records daily. Regulation 158 states that the attendance record is to be signed by one of the following persons at the time a child arrives and departs:

- The person who delivers the child to education and care premises or collects the child from the education and care premises; or
- A nominated supervisor or educator.

A child in care may leave the service premises only in accordance with Regulation 99.

2. SCOPE

This policy applies to children, families, educators, management, and visitors of the Service.

3. POLICY PRINCIPLES

The Dara OSHC Service maintains clear processes to ensure that the arrival and departure of children is carefully monitored. We will ensure the safety and welfare of children by ensuring clear communication and co-operation between the Service, families and the school.

Safeguards are also developed and regularly reviewed to keep children safe during the time of transition between school and OSHC.

4. HOW THIS POLICY WILL BE IMPLEMENTED

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

Arrivals

- In order for children to feel secure and safe, it is important that they are greeted upon arrival by an Educator and have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in. This will include the time and parent signature.
- Sign in sheets are to be used in the case of an emergency to account for all children.

- Children are to be sighted by an Educator before the parent or person responsible for the child leaves. This ensures that the Educator is aware that your child has arrived and is in the building.
- Medication requirements or any other information should be passed on to an Educator by the person delivering the child.
- In the case of a separated family, either biological parent can be added as a contact in writing unless a court order is provided to the Director, stating that one parent has sole custody and responsibility.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact will then need to be authorised in writing to the service.

Departures

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing by the Director as an authorised contact for the child.
- Photo identification will need to be sighted by the Director or Responsible Person. If educators cannot verify the person's identity, they may be unable to release the child into that person's care.
- All children must be signed out by their parent or person who collects the child from our Service. If the parent or other person forgets to sign the child out, they will be signed out by the Director or Responsible person.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form, unless a current court order is on file at the service.
- Parents are requested to arrive to collect their child/children by 6.00pm.
- In the case of a particular person being denied access to a child, the Service requires a written notice from a court of law. Educators will attempt to prevent that person from entering the service and taking the child, however the safety of the Educator is also important, and they will not be expected to physically prevent any person from leaving the Service. In this case, the parent with custody will be contacted along with the local police. The court order overrules any requests made by parents to adapt or make changes.
- 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, if possible, without the child being present.
 - Suggest they contact another parent or authorised nominee to collect the child.

- Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
- At the end of each day Educators will check the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes. The sign in/out list will also be checked.
- Children may leave the premises in the event of an emergency, including medical emergencies with an educator.
- Details of absences during the day will be recorded.
- Allowances can be made for arrival and departure for certain children with written permission of the guardian.

Absent children from OSHC

Families are to advise the Service if their child will be absent on a day that they are booked into care. If parents are aware beforehand, they must either:

- Leave details on the OSHC mobile
- Email details (oshc@daraschool.sa.edu.au).

If parents do not know until the day, they must in person

- Ring the Centre and inform a staff member, as early as possible. Where possible this change should be confirmed in writing by email.
- Parents must indicate the expected time of absence.

Parents will be informed of these procedures upon enrolment, and through the parent information booklet detailing the great importance of the Service knowing of a child's absence.

A child booked in fails to arrive

If a child booked in has not arrived by the designated time after school has finished, the Educator will implement the Service's procedure to locate the child:

- Speak with the child's peers or siblings, who may have relevant information.
- Check the immediate area to locate the child.
- Communicate to the OSHC office to advise a child has not arrived.
- Wait at the designated area until given further advice.

The OSHC office will

- Call the classroom and/or front office at school to check that the child was at school.
- Call the parent or emergency contact numbers to establish whether the child is expected at OSHC or whether other arrangements have been made.
- Call the relevant school to advise them a child is missing, then they will implement their procedures for locating the child.

- Keep in contact with the family and school until the child has been located.
- When the child has been located, the information is to be shared immediately with those who may be assisting to locate the child.

Visitors

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our service must sign in when they arrive at the Service and sign out when they leave.

5. ROLES AND RESPONSIBILITIES

Service

- A service must retain records of attendance such as sign-in sheets. Families are responsible for signing these attendance records daily. Regulation 158 states that the attendance record is to be signed by one of the following persons at the time a child arrives and departs:
 - the person who delivers the child to the service or the authorised person who collects the child from the service
 - a nominated supervisor or Educator.
- The Service will not release the child to anyone who is not authorised without prior consent.
- If the Service has not been notified and someone other than the parent or authorised person comes to collect the child, the Service will ring the parent to get his or her authorisation. The child will not be released from the Service until proper authorisation has been received.
- Provide the school with the daily roll of expected attendances.
- Advise the school and family if a child is missing.

School

- Advise OSHC of absent children for the day.
- Provide a duty of care for children until they reach an OSHC collection point.
- Once OSHC has established a child is missing, the school will implement their procedure for locating the child.

Family

- Children are not to be left at the Service at any time prior to the opening hours of the Service.
- The authorised person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the service.
- Any information regarding changes to bookings, confidential points of information such as any requirements for the day or any changes to who will collect the child are to be emailed to the Service.

- The names and contact numbers of all people authorised to collect the child must be included on the enrolment form. Any changes to these must be advised in writing to the Service as soon as possible
- If the child is to be collected by anyone different than the authorised persons on the enrolment form, parents should notify the Service in writing by email. The person picking up the child must bring identification. If they do not bring identification, then the service will ring the family and ask them to verbally identify the person who has come to collect the child.
- The authorised person must ensure that Educators are aware that they are taking the child from the Service.
- Children **must** be collected by the closing time of the Service. On the 3rd occasion a family fails to collect their child/ren by 6.15pm they will be advised that they need to make alternative plans for care.

6. OTHER OSHC POLICIES OR DOCUMENTS RELATED TO THIS POLICY

A1 Enrolment and Orientation OSHC Policy

H1 Child-safe Environment OSHC Policy

A2 Fees OSHC Policy

Family OSHC Handbook

7. RELATIONSHIP TO REGULATIONS

National Quality Standards (NQS)

Quality Area 2: Children's health and safety

Education and Care Services National Regulations

Regulation 99: Children leaving the education and care service premises

Regulation 158: Children's attendance record to be kept by approved provider

Regulation 168: Education and Care services must have policies and procedures

8. REFERENCES

Transition into Outside School Hours Care—OSHCQA Fact Sheet #13 at www.acecqua.gov.au (go to NCAC archive)

Australian Children’s Education & Care Quality Authority www.acecqua.gov.au Guide to the Education and Care Services National Law and the Education and Care Services National Regulations www.acecqua.gov.au/sites/default/files/2018-01/NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf

ECA Code of Ethics www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/
Guide to the National Quality Standard www.acecqua.gov.au/nqf/national-quality-standard

Revised National Quality Standard 2018

www.acecqua.gov.au/sites/default/files/acecqua/files/NQF/RevisedNQSHandoutA42.pdf

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