

Burnside Primary School Out of School Hours Care



Delivery and Collection of Children

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2 and 7		
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
165	Offence to inadequately supervise a child
167	Offence relating to protection of children from harm and hazards
170	Offence relating to unauthorised persons on education and care premises
99	Children leaving the education and care setting
157	Access for parents
158	Children's attendance to be kept by approved provider
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures must be followed
172	Notification of change of policies

RELATED POLICIES

Code of Conduct Policy Emergency Evacuation Policy Family Communication Policy Incident, Illness, Accident and Trauma Policy Privacy and Confidentiality Policy Supervision Policy	
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PURPOSE

To ensure the safe arrival and departure to and from our OSHC program for all children and their families.

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the education and care setting and the completion of statutory documentation. Practical and safe approaches will provide a smooth transition between school and home and confirms the children's presence or absence from our service.

IMPLEMENTATION

Burnside Primary School OSHC will:

- Ensure the safe and documented arrival and departure of children at our service.
- Support children in settling into the service each day and experience quality education and care through continuity of educators and positive interactions within the community of the service.

Practices:

To ensure the safety of ALL children in the care of Burnside Primary School OSHC, the following procedures apply to the arrival and departure of children each day.

Attendance Records

A record of attendance, kept at the service, includes the full name of each child attending, the arrival and departure times, and signature of the educator when the child arrives and signature/PIN of the parent/guardian who collects the child or the nominated supervisor or educator.

The child will leave the service only with the parent /carer/guardian or authorised person, or because the child requires medical care. On close of the service in the evening an educator will review the sign in/out sheet or Ipad.

At the conclusion of care if a child still appears as present but clearly isn't at the service families will be called to check on the collection of the child.

Families will be provided with "other people Authorised to Collect My Child" form in their enrolment pack.

Families/family member or delegated authority will:

- Use designated pin to sign children in and out of the service.
- Remain responsible for their child whilst on the school premises.

The Ipad will be taken by the Assistant Director in an Emergency evacuation and used to ensure all children are accounted for.

The parent handbook advises families of the need to use their designated pin on collection of their child/children.

Educators will:

Ensure our service is appealing and welcoming with consistency of routines to ensure children feel secure.

Greet families enabling families to communicate any needs their child might have for the day.

Support children in centre activities.

Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed onto families, including any changes in their child's routine, accident reports or medication needs.

Families/carer/guardian or authorised person will:

Communicate any changes in routine with educators. This communication may include information about medication, a change in routine or a person other than a known authorised adult picking up a child.

If in an emergency parents will be late, they are asked to please call and advise the service so that children may be informed and arrangements made.

Authorisation for Collecting Children

OSHC will:

- Ensure that parents complete emergency contact details on the enrolment form or "Authorisation to Collect" form for any adult, other than the parent, who is to collect their child from OSHC.
- Ensure that children are only collected from the OSHC service by adults authorised by the parent.
- Parents are required to inform the school of any custody arrangements. Copies of Court Orders must be provided to the service.
- If staff are unfamiliar with the adult collecting the child they are to request proof of identity e.g. driver's licence, Medicare card etc.
- If an unauthorised person attempts to collect a child the nominated supervisor will keep the child with them until having made contact with the parent or other authorised person.

- If a parent rings during the day to inform that an unauthorised person is to collect their child, the request must also be put in writing (including email or SMS) with OSHC educators to sight ID for the person collecting the child. Record details of person to collect on attendance sheet/iPad.
- A responsible adult who collects a child must be 18 years of age, unless a parent authorises otherwise in writing.

Family Access

Our service will:

- Ensure that where a child attending the service is not living with both parents the child may be released to either parent unless there is a Court Order in place or the service is notified in writing.
- Ensure that parents can exchange information about the child with primary contact staff at mutually convenient times on an ongoing basis.
- Ensure that the service is informed of any custody issues and copies of copies of court orders supplied.
- Ensure that any person who has been forbidden by court order from having contact with a child will not be given any information about the child and must not be allowed to enter the premises of the OSHC service while the child is in attendance.
- In the case of a parent arriving in a visible intoxicated or otherwise unfit state to drive, to collect a child, the person will be encouraged to contact another adult to drive them and the child home or the service will offer to call a taxi. If the unfit person insists on taking the, the Director/Assistant Director will call the police.

Late Collection of Children

Our service is licensed for children to attend the service between 3.10pm and 6.00pm. Educators must meet regulations and would be contravening these regulations if they supervise children at the service outside these hours. Late collection can be very distressing for the child.

The service understands that parents can be late for a variety of reasons. If parents/carers are to be late, they must inform the service by phone so that educators are able to make appropriate arrangements and communicate the to the child.

Late fees will apply for children collected after 6.00pm at the discretion of the Director. Refer to late Collection policy for fee schedule.

Two educators are to remain on the premises with any late child until they are collected by an authorised, responsible adult.

Visitors

The OSHC service will:

Ensure that all visitors to the service will be accompanied by an educator whenever they are in the presence of children.

Ensure that all visitors to the service sign the visitor's book with the name, date and arrival and departure time.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. (2009) *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*.

Kidsafe Victoria Road Safety <https://www.kidsafevic.com.au/road-safety/Kids> and Traffic Early Childhood Road Safety Education Program (NSW) NSW Government Centre for Road Safety. (2017):

REVIEW

POLICY REVIEWED	Term 3 July 2022	NEXT REVIEW DATE	Term 3 2025
MODIFICATIONS	<ul style="list-style-type: none">List modifications to policy hereInclusion of text regarding unfit authorised people collecting		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
ENDORSED BY GOVERNING COUNCIL: _____			