

Delivery and Collection of Children Policy

NQS

QA2	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
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National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

Aim

To ensure the safety and wellbeing of children at all times.

Related Policies

Child protection Policy
 Enrolment Policy
 Family Law and Access Policy
 Incident, Injury, Trauma and Illness Policy

Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Arrival:

- All children attending OSHC from Yeshiva / Beth Rivka will be under the supervision of the school until 4:15. Students from Beth Rivka will be walked over the OSHC. Students from Yeshiva will meet the certified supervisor at the front reception of the Chabad Youth building.
- Children arriving from other schools will be transported to Chabad Youth by their families.
- All children will be signed in by their parent / person who delivers the child to our service or the Certified Supervisor.
- Any children that arrive before 4:15, will be directed to the Cafeteria where they can have a

healthy snack, play, water the plants or relax.

- Any children attending incursions will meet the educators in the foyer at 4:15 upon which they will be taken to their incursions.

Departure:

- 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 certified supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
 - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
 - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
 - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
 - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.

- 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.

- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor/ Certified Supervisor will:
 - attempt to contact the parents or other authorised nominees.
 - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
 - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
 - Families who pick up their child late will be sent an email the following day, informing them that if this happens again, they will be charged \$1 a minute if they have not picked up their child after five minutes after the service is due to close.
 - Families who have received a warning, and are late again, will be charged the late fee.
- 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 (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

Reviewed: 1st March 2016

Date for next review: 1st March 2017

Sources

Education and Care Services National Regulations 2011
My Time Our Place
National Quality Standard
Occupational Health & Safety Act 2004