

## Delivery and Collection of Children Policy

### NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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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

- Acceptance and Refusal of Authorisations Policy
- 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 nominated 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. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified 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 staff cannot verify the person's identity they will be unable to release the child into that person's care
- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
    - discuss their concerns with the parent, if possible without the child being present
    - suggest they contact another parent or authorised nominee to collect the child

- inform the police of the circumstances, the person's name and vehicle registration number if the parent 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 an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
  - (again) 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.
- At the end of each day educators will check all beds/rest areas and 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.

### **Delivering children to and from school**

Educators will deliver children to, or collect children from school if parents authorise the child to leave the premises for this purpose. When delivering or collecting children from school educators will:

- ensure ratios continue to be maintained at the service at all times
- ensure children moving between the service and school are adequately supervised at all times
- deliver children inside the school premises (eg ensure children are inside the school fence before leaving)
- collect children from an agreed area inside the school premises
- take steps to account for any child they expect to collect after school who is not present by ascertaining from the school office and/or classroom teacher whether the child attended that day, what their movements were after school eg whether they were they collected by a parent, phoning parents if child missing, and phoning the police if child not with parents and can't be accounted for.



## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

**Reviewed: 1<sup>st</sup> May 2019**

**Date for next review: 1<sup>st</sup> May 2020**

## Sources

**Education and Care Services National Regulations 2011**

**My Time Our Place**

**National Quality Standard**

**Occupational Health & Safety Act 2004**