

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

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

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, we attempt to contact them to return to the centre to sign in their child, in the event they are unreachable the Nominated Supervisor or other responsible person may sign a child in, as per regulation 158. If the parents were unreachable and the child is signed in by the nominated supervisor or other responsible person then a written message such as a text or email is sent to the parent/authorised nominee to notify them that their child has been signed in.

On drop off, children are to place their belongings in a designated area. Educators will ensure bags are properly placed to ensure the safety of all persons entering the premises with appropriate signage to help remind the children.

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 communication book, for example, any particular requirements for the day, any changes as to whom will collect the child, 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. An educator in liaison with the Centre Director or Responsible Person will manually make these changes on the online sign on sheet.

Kindergarten children are walked to their classroom to drop their bags off every morning in the first 2 terms of the school year. They are then moved to the Junior Cola, where a teacher must be sighted prior to leaving the children. Years 1,2,3,4,5 and 6 are released from the centre and walk to the appropriate Cola for their year.

As the children are released to school grounds during the morning session, an educator will electronically sign the children out, indicating time of departure.

Picking Up

Educators meet Kindergarten children (during the first 2 terms of the school year) under the Junior Cola and walk over to the Senior Cola to conduct a roll call and headcount to ensure all children are present

with all the other children of their group. Years 2 & 3 will walk to the Silver seats in dry weather and the end of the cola in wet weather, whilst Years 4,5 & 6 will walk to room 2 for their roll call once the school bell rings. Educators will be waiting for the children at this time.

The parent / authorised nominee who is collecting the child from the Centre 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 educator 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 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 using the "interim in and out" options on the electronic roll. Educators will take each child to their activity and return them to the Centre at the end of the activity. 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 and children are to ensure that all belongings are collected.

The names and contact numbers of all the people authorised to collect the child must be included in the enrolment form. Any changes to authorised nominees or their information must be advised via 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 child is to be collected by anyone other than the parent or authorised nominee on the Enrolment Form, 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. license or photo identification.

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.

To ensure the safety of all children, the person picking up the child will be required to produce photo identification and must have parental approval that they are a responsible person. This includes authorised nominees and parents / guardians if they are unfamiliar to the educators.

In the case of a non-custodial parent/guardian attempting to collect a child from the Centre without written consent, educators will attempt to make immediate contact with the parent/guardian who holds primary custodial rights. If necessary for child safety, the centre will go into lockdown while the Responsible Person on Duty or educator overseeing sign out will strongly discourage the person from trying to take the child however if they threaten any violence or harm to the educators, child or themselves, the Responsible Person must be aware of their Duty of Care to all children and educators on the premises and call the police immediately and notify the service provider (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 the close of business. 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.

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 Department of Communities and Justice if by 30 minutes after the scheduled close of centre 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 Centre Coordinator 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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