



Woolooware Outside School Hours Care

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DELIVERY AND COLLECTION OF CHILDREN POLICY

POLICY STATEMENT

Woolooware Outside School Hours Care will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the services care.

CONSIDERATIONS

- EDUCATION and CARE SERVICES NATIONAL REGULATIONS:
- R99,158-161,r168,176.
- NATIONAL QUALITY STANDARD:
- Standards 2.3 and 7.3

PROCEDURES

1. DELIVERY OF CHILDREN:
 - Children are not to be left at the service unattended at any time prior to the opening hours of the service.
 - Any person delivering a child to the service must sign in using the iPad at the entrance which will record the time of arrival.
 - If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medications procedures.
2. COLLECTION OF CHILDREN.
 - Children must be collected by the closing time of the service.
 - Any person who is collecting child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis.
 - The authorised nominee who is collecting a child must sign out using the iPad at the entrance which will record the time of collection.
 - Written authorisation must be given if children have permission to leave the service themselves for extracurricular activities. In this case, an Educator would sign the child out of the service.
 - Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
 - Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.



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- If a person who is not on the collection list arrives to collect a child, the Coordinator will obtain verbal authorisation (written is preferred) from an authorised nominee before the child is able to leave the service. The Coordinator will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Verbal consent (written preferred) and an identification check will be sufficient in the case of an emergency.

3. ABSENT AND MISSING CHILDREN.

- Families are required to notify educators as early as possible if children will be absent from the service. This can be done via email, phone, phone message or face to face to educators. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.
- If a child will be absent for a length of time (eg family holiday), families must notify educators of the date the child will return from an absence so they know to expect the child at the service.
- Should a child not arrive at the service when expected, educators will:
 - Ask the other children of their knowledge of where the child might be.
 - Approach the school office and ask for information regarding the child's attendance at school.
 - If the child was absent from school, call the child's authorised nominees at the conclusion of roll call to confirm their absence from school.
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during the process.
- If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
- Continue to keep in contact with the school during this time.
- If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
- Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

4. NON-NOTIFICATION FEE

- If the supervisor/floater has completed the Roll Call in the afternoon and cannot locate a child or children, educators will follow the above steps of asking other children and the school of the child's whereabouts.
- If the child/children are still unaccounted for, the Supervisor/ floater will then attempt to contact the child's guardians as listed on the enrolment form to locate the missing child/ren



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- If contact is made with the child/ren's guardians and they confirm their child/ren's location and that the child/ren will not be attending WOSHC and there has been no communication from the family prior to the session, a search and non-notification fee may commence.
- Guardians will be given a warning for the first time this occurs. All subsequent absences without notification where the Guardian is aware the child will be knowingly absent from the service for that session, will be charged a \$10 flat fee for non-notification
- If non-notification becomes a repeated occurrence from any family, the Parent Committee and the Coordinator will review the fee and the family may face cancellation of their enrolment.

5. ACKNOWLEDGEMENT OF CHILDREN'S ARRIVAL:

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service.

6. ADDITIONAL:

- While on the school/WOSHC premises, parents/guardians/authorised persons:
 - Will not enter if intoxicated/under the influence
 - Will not smoke, including e-cigarettes
 - Will not display any form of offensive, aggressive or violent behaviour towards children, staff, or other persons
 - Will not take photos or video/audio recordings
 - Will not graffiti or in any way damage school or WOSHC property
 - Will not encourage children to enter the car park area
 - Will leave dogs at front gate, unless approved by the service
 - In event of an emergency will abide by staff instruction

OTHER SERVICE POLICIES/ DOCUMENTATION:

- Parent handbook
- Staff handbook
- Acceptance and Refusal of Authorisations Policy
- Enrolment and Orientation Policy
- Administration of Medication Policy
- Providing a Child Safe Environment Policy

DATE ENDORSED: June 23, 2020

DATE FOR REVIEW AND EVALUATION: June 22, 2021