



Delivery & Collection of Children

Approval: March 2020

Review: March 2022

POLICY STATEMENT:

Bondi Before & After School Care will ensure that children arrive 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 service's care.

PROCEDURES:

(a) 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 with their phone number and personal pin code on the QK Kiosk electronic sign-in/out system. This will automatically record the person who is collecting the child & the time of collection.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- 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 Medication procedures.

(b) Collection of Children:

- Children must be collected by 6pm, the closing time of the service.
- Families who collect children after 6pm will be charged a 'Late Collection' fee of \$20 per 15 minute block to cover staff overtime rates.
- Any person who is collecting a 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 with their phone number and personal pin code on the QK Kiosk electronic sign-in. which will automatically record the person who is collecting the child & the time of collection.
- Written authorisation must be given if children have permission to leave the service themselves. In this case, the Director or Coordinator 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.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Director 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. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.

(c) Absent and Missing Children:

- Families are required to notify educators as early as possible if children will be absent from the service. 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 only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - Ask the other children of their knowledge of where the child might be.
 - The Director or Senior staff will SMS parents and guardians of the child.
 - If the parents / guardians do not respond an educator will contact 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 a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - 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 making a announcement over the PA system and contacting the child's class teacher, while BASC educators search for the child in the school grounds. Ensure supervision is maintained for other children during this 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 the 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.
 - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
 - 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.

(d) 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 through the Qk Kiosk sign in/out system..

CONSIDERATIONS

Education & Care Services National Regulations	99, 158 - 161, 168, 176
National Quality Standard	2.3 & 7.3
Service Policies & Documentation	<ul style="list-style-type: none">● Parent Handbook● Staff Handbook● Acceptance and Refusal of Authorisations Policy● Enrolment and Orientation Policy● Administration of Medication Policy● Providing a Child Safe Environment Policy
Other	