



Delivery and Collection of Children

National Quality Standards:

Area 2 - Children's health and safety

Standard 2.2 - Safety

Elements:

2.2.1: Supervision

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

Area 3 - Physical Environment

Standard 3.1 - Design

Elements:

3.1.1: Fit for purpose

Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.

Area 4 - Staffing arrangements

Standard 4.1 - Professionalism

Elements:

4.2.2: Professional standards

Professional standards guide practice, interactions and relationships.

Area 7 - Governance and leadership

Standard 7.1 - Governance

Elements:

7.1.2: Management systems

Systems are in place to manage risk and enable the effective management and operation of a quality service.

Standard 7.2 - Leadership

7.2.1: Continuous improvement

There is an effective self-assessment and quality improvement process in place.



Children (Education and Care Services) National Regulations (2011 SI 653):

Reg. 99	Children leaving the education and care service premises
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 176	Time to notify certain information to Regulatory Authority

Related Policies:

- Interactions with Children
- Family law and access
- Acceptance and refusal of authorisations
- Child protection

Policy Statement:

Adventure OSHC 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, and ensuring that families understand their requirements and responsibilities.

An Adventure OSHC team member will take accountability for the whereabouts of children that attend Adventure OSHC from the time the child enters the school hall/designated before and after school care area, until the time the child is picked up by an Authorised Person. If a child is on the Adventure OSHC roll on a given day and does not attend the hall/designated before and after school care area, an Adventure OSHC team member will confirm the safety of the child.

Purpose:

To ensure the safety of children when arriving at and leaving our service.

Scope:

This Policy applies to children, families, Educators and staff, and management.



Implementation:

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 the child in.
- Each morning, children will be signed in and dropped off in the hall/designated before and after school care area by their parents/guardians.
- 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 Service's *Management of Medical Conditions and Administration of Medication Procedures*.

Collection of Children:

- Each afternoon before the completion of school, an Adventure OSHC Educator will check the Service mobile and Playground app for messages regarding casual bookings and absences. Changes will be made to the roll accordingly.
- Adventure OSHC team members will collect kindergarten children from their classrooms 5 mins prior to the bell in Term 1 of each year. From Term 2, kindergarten children will make their own way to the care environment unless otherwise requested by parents or educators deem this necessary.
- Adventure OSHC team members will wait for the children in years 1 to 6 to enter the hall/designated before and after school care area.
- Once all children have entered the hall/designated before and after school care area, a team member will commence serving afternoon tea. Activities and afternoon tea will be prepared and ready prior to the children arriving.
- The children in attendance will be counted to ensure each child is accounted for. A minimum of two team members will count the children to ensure accuracy. The number of children will then be communicated to all team members.
- If a child does not arrive at OSHC, a team member will verify the child's safety either by calling a parent to confirm alternative arrangements, or from a school teacher/staff member who confirms the child was absent from school or has been collected by a parent.
- If a child's family cannot be reached, the Educator will contact Adventure OSHC Manager or admin team for further assistance in confirming the child's whereabouts.
- Children will be reminded of the Adventure OSHC expectations on arrival to the Service and will enter the premises walking in a calm fashion.
- Adventure OSHC staff will interact with families, other children and School staff members with respect and as positive representatives of Adventure OSHC.



- Adventure OSHC staff will carry the Service mobile to be used for contacting families, emergency services and to be contactable for families of the children we are caring for.
- Adventure OSHC staff will work as a team and communicate effectively to ensure that all team members know how many children are in their care at all times.
- Children must be collected by an Authorised Person by the closing time of the Service.
- Written authorisation must be given in the child's enrolment form if children have permission to leave the Service themselves. In this case, the Centre Co-ordinator or RP 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 Person listed on their collection list.
- Educators should be notified as soon as possible if the Authorised Person will be later than expected and the child will be informed to avoid unnecessary anxiety.
- In the case of an emergency where a child's Authorised Person 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 Person. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.

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 via 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.
 - ✓ 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 Person 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 searching for the child in the school area. 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 Person to gain further information. Continue to call the Authorised Persons 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 Persons and school informed of the situation.
- ✓ The nominated supervisor will notify the Regulatory Authority of any missing children within 24hrs of this occurring.

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. If using transport to deliver children to the Service, ensure procedures are in place to record that children have been collected and that Educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

Sources:

- Education and Care Services National Regulations (2011 SI 653)
- National Quality Standards

ADVENTURE OSHC



Version control created	20 March 2021
Reviewed	11 March 2022 - No changes
Reviewed	2 February 2023 - Minor changes (format, business name change)
Reviewed	11 September 2023 - Minor changes (formatting), related policies added
Reviewed	September 2024 - minor changes to wording around collection of kindergarten children
Next review	September 2025