

Delivery and Collection of Children:

POLICY STATEMENT:

Grays Point Activity Centre 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 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 Centre.
- For Before and After School Care any child that has not arrived prior to 8:45am for morning care or 3:20pm for afternoon care will be marked absent in our rolls.
- Any person delivering a child to the Service must sign the child's attendance In. This is completed through the kiosk iPads. It also captures their arrival time. If the kiosk is not working a manual sign in/out sheet will require completing with name, time and signature.
- 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 the closing time of the Service.
- 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 collecting a child must sign the child's attendance out. This is completed through the kiosk iPads. It also captures their collection time. If the kiosk is not working a manual sign in/out sheet will require completing with name, time and signature.
- 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.
- All Authorised Nominees collecting children must be over 16 years of age.

- 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 (text message or email will suffice) will be sought from an Authorised Nominee before the child is able to leave the Service. The Responsible Person 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) 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 (excursions), 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.

d) Absent and Missing Children:

- Families are required to notify Educators as early as possible if children will be absent from the Service. Emails is not a form of notification however text message suffices. Educators will record the absences in an appropriate place where other Educators will be aware of the information. Where families do not notify the Centre of their child's absence, the Service may charge a small fee (please refer to our Fees Policy).
- 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:

Immediately follow the “when children are missing at sign in” procedure flowchart:

Immediately advise the Responsible Person
Ask other staff, children or siblings if child was in attendance at school today



Send one staff to check bus line



Check playground, bottom gate area while calling family



Check with class teacher/school Ph: 9524 3096



Call emergency contacts if no answer from family



If NO contact can be made OR whereabouts of child cannot be confirmed,
two staff (and parent volunteers if available) to check local area and drive to child's
primary address to check if child is there

Remaining educators at service will implement the restricted ratio procedure



If possible, walk child back to service, otherwise seek verbal then written permission (text will suffice) from family/emergency contact to transport child in staff vehicle back to service.

If an emergency contact will arrive at the home in under 15 minutes, provide the option of staying with the child until the guardian arrives or transporting them back to the Centre



IF CHILD IS NOT FOUND AT HOME ADDRESS AND YOU HAVE REASON TO BELIEVE CHILD IS MISSING CALL 000



Lodge serious incident report with ACECQA

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/documentation	Other
r99, r158-161, r168, 176.	Standards 2.3 and 7.3	<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 • When children are missing at sign in” procedure flowchart • Restricted ratio procedure 	

ENDORSEMENT BY THE SERVICE:

Approval date: _____

Date for review: _____

Revised May 2019 KK and KG