

## DELIVERY AND COLLECTION OF CHILDREN

### Policy and Procedures

GPAC 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.

#### PROCEDURE

##### (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 have and use their own log-in and pin for use of the electronic sign-in/out system. It is the families' responsibility to use their My Family Lounge account to add or remove persons authorised to deliver/collect their child/ren.
- Families will be asked to confirm instances on next log-on when a child has left the service early to attend extracurricular activities or when a staff member has signed in/out on their behalf for other reasons.
- 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. Families are required to use their MFL account to update details online.
- The authorised nominee who is collecting a child must use their own log-in and pin.

- Written authorisation must be given in the child's enrolment form if children have permission to leave the service themselves. In this case, an authorised educator/staff member 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 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. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.

**(c) Communication and Collection from School Procedures:**

- Based on bookings by GPAC families, GPAC staff will provide each Kindergarten teacher with a list of children of a regular attendance pattern for after school care and update the list as necessary.
- GPAC staff will inform Kindergarten teachers or teacher of child with additional needs of any expected casual after school bookings in the morning before school.
- One staff member will collect Kindergarten children from their class room each afternoon in term 1 to term 3 if they have been booked in for after school care (permanent and casual).
- Families are encouraged to attach a badge or similar to their child's bag to remind their child of the regular attendance or any casual afternoons.
- In addition the Co-ordinator will provide the Principal of GPPS with a list of children with additional needs and their days of attendance. It is the Principal's responsibility to inform the relevant class teachers.

**(d) 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 (attendance roll or phone message book).
- Families will be informed of their notifying responsibilities upon enrolment orientation interview and through the parent handbook.

- Families will be charged a Non Notification Fee if failing to notify the service of their child's absence
- If a child who is booked in for morning and afternoon in one day and 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 class teacher and/or 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 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 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.

#### **(e) 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 using the electronic sign-in.

**(f) Sign in/Sign out procedure in case of malfunctioning of electronic system**

- In the event of the electronic sign in/sign out system being unavailable due to any reason, families will be required to record their child’s name, time of departure or arrival and sign on the emergency paper roll.
- Each Friday afternoon the service will print off a weekly roll for Before and After School Care for the following week. This roll will be kept in the family contact folder.

**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"> <li>- Parent Handbook</li> <li>- Staff Handbook</li> <li>- Acceptance and Refusal of Authorisations Policy</li> <li>- Enrolment and Orientation Policy</li> <li>- Administration of Medication Policy</li> <li>- Providing a Child Safe Environment Policy</li> </ul>	

**ENDORSEMENT BY THE SERVICE:**

**GPAC’s Delivery and Collection Policy** was approved by the Committee on 09 August 2017.

**Effective from:** immediately

**Review date:** August 2019

