


SHARE Co-Operative Society Ltd.

Before, After and Vacation Care.

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| Policy | Delivery and Collection of Children | |
| Reviewed | 29/2/2024 | Next review: |
| Approved |  | |
| Policy Statement: SHARE 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 always understand their requirements and responsibilities and account for the whereabouts of children 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 their child in by using the electronic sign system which will record the time of arrival and who signed the child in. If the person delivering the child is not the parent or carer and they do not have a PIN for the kiosk an Educator will sign the child in.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this by filling in the requirements in the medication folder, as per the services Management of Medical Conditions and Administration of Medication procedures. All medications are to be handed to the Responsible person rostered on for that day.

(b) Collection of Children:

- Children must be collected by the closing time of the service. 6pm
- Any person who is collecting a child from the service must be listed as an authorised contact on the child's enrolment form with their contact details except for a medical or other emergency. The collection list must be kept current and updated on a regular basis.
- The authorised contact who is collecting a child must sign out the child using the electronic sign out system. If they are not the parent or carer collecting the child, and they have not been authorised to have a PIN by the child's parent or carer, an Educator will sign the child out.
- Written authorisation must be given if children have permission to leave the service themselves. In this case, the Nominated Supervisor/ Responsible person on Duty would sign the child out of the service. Parents and carers can be issued with the *authorisation for child to leave the service form* if the circumstances of child leaving is to be on a continual basis.
- 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. An email or text message will suffice. The Nominated Supervisor/ Responsible person on Duty 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.
- At the end of each day a check of the role is done to establish that all children have been signed out, if there is no signature two Educators are required to remain on the premises until the whereabouts of the child has been established. If you have collected your child without signing out, we will record the time that we contact you to confirm where your child is and as it will be after 6pm the late fee will apply.
- If the child/re is/are not collected by 6.45pm and emergency contacts are unsuccessful, SHARE will contact New South Wales Department of Communities and Justice (DCJ) to make a report regarding an uncollected child. Police may be notified if DCJ deem this necessary.

(c) Absent and Missing Children:

- Families are to mark their child absent by using the QK app. 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.
- Should a child not be waiting in the designated area at SHPS 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.
 - ✓ Check the school absent list.
 - ✓ Check with the service to see if any emails or phones calls have been received from parents.
 - ✓ 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, two Educators are to remain at school for child protection purposes until the whereabouts of the child has been established. The Nominated supervisors/RP will continue to call the parents and or emergency contacts for information re the child.
 - ✓ Continue to keep in contact with the school during this time
 - ✓ If the child remains missing, the Nominated supervisor at the centre who will call the police and keep the authorised nominees and school informed of the situation.
 - ✓ The Educators are to remain at school until the Police arrive.

✓ All other children under the supervision of the remaining Educators will make their way to the service.

✓ Nominated supervisor/coordinator will notify the Early Education and Care Directorate, Regulatory authority, of a missing child within 24 hours of the incident occurring.

(d) Acknowledgement of Children’s Arrival:

- Educators will acknowledge children’s arrival at the service in the morning and at the designated collection point at the school for After School Care by signing in the child using the Kiosk. This electronic device records the time the child was signed in and by which Educator.

(e) Extra-Curricular Activities.

- Child/ren who arrive independently after an activity at school are to be signed in to SHARE by an Educator recording the time of arrival and the Educators signature.
- Children who are taken to an extracurricular activity by an Educator are to be signed out of SHARE by that Educator and delivered to that activity.
- Children returning or being collected from an extracurricular are to be signed in upon their arrival.
- Educators are to ensure that the person running the extracurricular activity is aware that SHARE is dropping off child/ren.
 - It is to be noted that child/ren who are signed out of SHARE to attend an extracurricular activity are not in the care of SHARE until they are collected by an Educator and signed back in to the service.
- Parents who collect their child to take them to an activity or appointment are to sign the child out and sign them back in upon their return.
- Services engaged by the Education department to transport a child is to call SHARE upon arrival and wait until an Educator is to collect the child from the vehicle.

CONSIDERATIONS: ENDORSEMENT BY THE SERVICE:

| Education and Care Services National Regulations | National Quality Standard | Other Service policies/ documentation | Other |
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| S165, 167, 170, 174, R85,86,87,99,157,158,160,161,168,176 . | Standards 2.2 Elements: 2.2.1, 2.2.2.- | Enrolment & Orientation Policy, - Administration of medication Policy. - Providing a child safe environment policy. - Acceptance & Refusal of authorisation Policy Acceptance and Refusal of Authorisations Policy -Enrolment and Orientation Policy | Parent Handbook -Staff Handbook -My Time our Place. -Service news -letters/parent details - on enrolment forms - Attendance records, - medication - authorisation records. |