

Policy Statement

Our Organisation aims to provide a procedure for delivery and collection of children, which is clear and ensures the safety and well-being of the children in our care. Families are required to follow specific communication procedures to ensure we can provide appropriate care of their children. We will ensure that children only leave the Service with authorised nominees as indicated by parents and guardians.

Procedures – OOSH and LDC

Delivery of children

- ✓ Children are not to be left at the Service at any time prior to the opening hours of the Service
- ✓ On arrival, the authorised nominee bringing the child to the Service will be responsible for electronically signing the child in on Service iPad located at the Sign In/Out area. Each authorised nominee will have their own individual sign in pin which is not to be shared
- ✓ Any requirements for the day or any changes to whom will collect the child (other than authorised nominee), should be provided in writing by the parent/guardian. Educators will record this in the diary. Written authorisations should then be placed in the child's file for easy access and retrieval
- ✓ Children are to place their belongings in the appropriate place, as designated at each Service
- ✓ The authorised person dropping the child off, must ensure that an Educator is aware of the child's presence before leaving the Service, and that any special needs are communicated
- ✓ Should a child require medication of any kind, parent/guardian must complete the Medication Form. Medication Form is available for parent/guardian on our Website

Collection of children

- ✓ Children must be collected by the closing time of the Service by an authorised nominee who must electronically sign the child out on the Service iPad. The authorised nominee will ensure an Educator is made aware that the child is being taken from the Service
- ✓ Children who have written authorisation by their parent or authorised nominee to leave the Service by themselves, will be signed out by the Responsible Person at the agreed time. However, if safety concerns arise, we maintain the right to assess each situation
- ✓ The authorised nominee and children are to ensure that all belongings are collected
- ✓ Educators should be notified if the person collecting the child is to be later than usual. The child will be notified to avoid anxiety
- ✓ The names and contact numbers of all authorised nominees must be included on the Enrolment Form. Any changes to these must be advised in writing to the Service as soon as possible and the parent/guardian must update the changes on their My Family Lounge Enrolment
- ✓ Educators will not release the child to anyone who is not an authorised nominee without prior consent from parent/guardian
- ✓ If the child is to be collected by anyone other than an authorised nominee on the Enrolment Form, the parent/guardian must inform the Service prior to pick up.
 - This change must be confirmed in writing by SMS or e-mail
 - Parent/guardian must provide Name of the new authorised person to collect their child/ren
- ✓ Phone calls and verbal permission, for new authorised nominees, will only be accepted in circumstances where the parent is unable to SMS or email the Service. Verbal authorisations will only be accepted if the Responsible Person can identify the person on the phone as the parent/guardian.
 - Responsible Person will record in the diary, time of call and parent/guardian they spoke to and the name of the new authorised nominee to collect the child
- ✓ The new authorised nominee picking up the child will be asked to produce photo identification.
 - The Responsible Person is to check the photo identification of the new authorised person
 - The Responsible Person will take a photocopy of the new authorised nominees photo identification
 - The Responsible Person will write their name and date on the photocopied identification, stating the name of the child that has been collected. This document is placed in the Family's File
- ✓ If the Service has not been notified and someone other than the parent/authorised nominee comes to collect the child, the Responsible Person will ring the parent/guardian to get their authorisation. The child will not be released from the Service until proper authorisation has been received

- ✓ In extreme cases where a child has not been collected within an hour after Service closing time and all authorised nominees have been called with no response, the Responsible Person will contact the Police and inform them that the child has not been collected and wait and follow instructions. If the Police need to be contacted, the Responsible Person will contact the Organisation's Manager

Considerations

Education and Care Services National Law

162	Offence to operate education and care service unless responsible person is present
165	Offence to inadequately supervise children
167	Offence relating to protection of children from harm and hazards
169	Offence relating to staffing arrangements
175	Offence relating to requirement to keep enrolment and other documents

Education and Care Services National Regulations

84	Awareness of child protection law
93	Administration of medication
98	Telephone or other communication equipment
99	Children leaving the education and care service premises
115	Premises designed to facilitate supervision
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
123	Educator to child ratio – centre-based services
150	Responsible person
155	Interactions with children
157	Access for parents
158	Children's attendance record to be kept by approved provider
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
177	Prescribed enrolment information and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider

Education and Care Services National Quality Standards

Quality Area	Standard	Element
QA 2 Children's health and Safety	2.1 Health	2.1.2 Health practices and procedures
	2.2 Safety	2.2.1 Supervision
		2.2.2 Incident and emergency management
		2.2.3 Child protection
QA 3 Physical environment	3.1 Design	3.1.1 Fit for purpose
QA 4 Staffing arrangements	4.1 Staffing arrangements	4.1.1 Organisation of Educators
		4.1.2 Continuity of Staff
	4.2 Professionalism	4.2.2 Professional standards
QA 5 Relationships with children	5.1 Relationships between Educators and children	5.1.1 Positive Educator to child interaction
QA 6 Collaborative partnerships with families and communities	6.1 Supportive relationships with families	6.1.1 Engagement with Service
		6.1.2 Parents views are respected
		6.1.3 Families are supported
QA 7 Governance and Leadership	7.1 Governance	7.1.2 Management Systems

Activity Centres Inc. Policies and Procedures

Absent and Missing Children	Inclusion
Acceptance and Refusal of Authorisation	Maintenance of Records
Access	Medication Administration
Child Safe	Orientation
Code of Conduct	Physical Environment
Emergency	Responsible Person
Enrolment	Staff:Child Ratio
Excursion	Supervision
Hours of Operation	

My Time, Our Place

Outcome 1: Children have a strong sense of identity	<ul style="list-style-type: none"> Children feel safe, secure and supported Children develop their autonomy, inter-dependence, resilience and sense of agency Children develop knowledgeable and confident identities
Outcome 3: Children have a strong sense of wellbeing	<ul style="list-style-type: none"> Children become strong in their social and emotional wellbeing Children take increasing responsibility for their own health and physical well being
Outcome 5: Children are effective communicators	<ul style="list-style-type: none"> Children interact verbally and non-verbally with others for a range of purposes

Early Years Learning Framework

Outcome 1: Children have a strong sense of identity	<ul style="list-style-type: none"> Children feel safe, secure and supported Children develop their emerging autonomy, inter-dependence, resilience and sense of agency Children develop knowledgeable and confident identities
Outcome 3: Children have a strong sense of wellbeing	<ul style="list-style-type: none"> Children become strong in their social and emotional wellbeing Children take increasing responsibility for their own health and physical well being
Outcome 5: Children are effective communicators	<ul style="list-style-type: none"> Children interact verbally and non-verbally with others for a range of purposes

Legislation

ACECQA
The Children and Young Persons(Care and Protection) Act 1998

Websites

www.acecqa.gov.au
https://legislation.nsw.gov.au

_____ end of policy _____

Policy is only endorsed if initialled by 2 members of the Management Committee

Endorsed by the Management Committee on the 04 November 2022
 Drop Off and Pick Up Policy is to be reviewed by the 04 November 2027