

Gulfview Heights Primary School

Out of School Hours Care



Arrival and Departure Policy

To ensure the safety of children at OSHC our Arrival and Departure policy is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called.

National Quality Standards

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

99	Delivery and collection of children
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PURPOSE

We aim to ensure the protection and safety of children, staff members and families accessing OSHC. Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, staff, management and visitors of OSHC.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

ARRIVAL:

- In order for children to feel secure and safe, it is important that they are greeted upon arrival by a member of staff and have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by the person responsible for verifying the accuracy of the record. This will include the time and parent signature. Parent's also needed to advise us who will be collecting the child/children.
- Sign in sheets are to be used in the case of an emergency to account for all children.
- Children are to be sighted by an Educator before the parent or person responsible for the child leaves. This ensures that the Educator is aware that your child has arrived and is in the building.
- A child's medication needs or any other information should be passed on to one of the child's Educators by the person delivering the child.
- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone OSHC and arrange an alternative person to pick up the child. This contact will then need to bring in some form of ID to be seen by a staff member before collecting the child.

DELIVERY TO SCHOOL:

- Children will be signed out of the Service and escorted to the designated before-school play area where the teacher on playground duty will be advised of their arrival.
- Children with additional needs (as required) will then be escorted to their classroom and supported as required to put their bags away and prepare for the day (lunches, homework etc. in the designated place).
- Children will not be escorted to school until a teacher is on playground duty.

COLLECTION OF CHILDREN:

- An educator will collect all Reception to Year 2 children and children with additional needs (as required) from their classroom and advise the classroom teacher/s that they have been collected, before escorting them to OSHC and signing them in.
- Children in third to seventh grade will make their way to OSHC and be signed in by Educators.
- The Educator collecting the children from school classrooms will have a daily list of children required to attend.

ABSENT OR MISSING CHILDREN:

- Parents must advise OSHC staff as early as possible of their child/children's absence.
- If a child is collected from the school early due to illness or other reasons the parent must notify OSHC, using the OSHC's telephone message bank if OSHC is unattended.
- If a child does not arrive at the Service at the expected time an Educator will:
 - Ask children in the school playground if they have seen the child or know where he/she is (phone parents to confirm if children say the child left school early).

- Ask the child's teacher and/or office staff if they know of the child's whereabouts.
- Ring the child's parent/s to enquire if they know of their child's whereabouts.
- If parents believe the child should be at school, search the school classrooms and premises with assistance of teachers and any available persons.
- Immediately contact the school principal or delegate.
- If the child cannot be found during this search, the child must be considered missing.
- ***If the parents have been contacted and the child is subsequently found, the Educator must immediately contact the parents to let them know.***

MISSING CHILDREN:

If a child is considered missing, an Educator or staff member will:

- Contact the police by dialling **000**.
- Contact the child's parents.
- Contact the school to inform them of the missing child.
- Ensure that other children waiting to be transported to OSHC remain appropriately supervised.

DEPARTURE

- All children must be signed out by their parent or person who collects the child from OSHC. If the parent or other person forgets to sign the child out the Nominated Supervisor or an Educator will sign them out.
- Parents are to advise their child's Educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to the Director as an authorised contact for the child.
- Photo identification will need to be sighted by a Primary Contact Educator. If Educators cannot verify the person's identity they may be unable to release the child into that person's care.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.
- Children will need to be signed out on the same sheet as they were signed in.
- Parents are requested to arrive to collect their child/children by 6.30pm.
- In the case of a particular person being denied access to a child, OSHC requires a written notice from a court of law.
 - Educators will attempt to prevent that person from entering the Service and taking the child, however, the safety of other children and educators must be considered
 - In such cases, the parent with custody will be contacted along with the local police
 - Where possible the educator will provide police with the make, colour and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left OSHC.
 - Educators will not be expected to physically prevent any person from leaving OSHC.
 - In this case the parent with custody will be contacted along with the local police. The court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.
 - A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators.

- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 18 to collect children.
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - Discuss their concerns with the person, if possible without the child being present.
 - Suggest they contact another parent or authorised nominee to collect the child.
 - Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
 - At the end of each day Educators will check the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes.
 - Children may leave the premises in the event of an emergency, including medical emergencies.
 - Details of absences during the day will be recorded.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of vacation care, policies and procedures will be followed as per Arrival at OSHC, and Departure from OSHC.

VISITORS

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting OSHC must sign in when they arrive at OSHC, and sign out when they leave.

LATE COLLECTION OF CHILDREN

- If there are children still present at the Service upon closing, a minimum of two Educators must also be present.
- Instruction to parents; "Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$15 per 15 minute block will be charged (e.g. if you are 5 minutes late you will be charged for a 15 minute block. If you are 20 minutes late you will be charged for two 15 minute blocks, etc.)"
- If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child.
- If you have not arrived by 6:30pm you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them.
- Due to licensing and insurance purposes, if by 6.30pm neither you nor any of your authorised contacts are available or contactable, we may need to ring Crisis Care to collect your child.
- A sign will be displayed at OSHC notifying you of your child's whereabouts. If this occurs we will be obligated to contact Family and Community Services and inform them of the situation.

SOURCE:

Australian Children's Education & Care Quality Authority. (2014).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations (2017)

ECA Code of Ethics.

Guide to the National Quality Standard (2018)

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