

# Delivery and Collection of Children

## Purpose

Peak Sports and Learning 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, accounting for the whereabouts of children at all times whilst in the service's care and monitoring the authorisation of persons who may collect children from the service. Educators will also ensure that families understand their requirements and responsibilities in regard to collection procedures.

## Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
Regulations: 99, 158-161, 167, 168, 176. Law: Section 165-167	Standards 2.2 and 6.2	<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>- Transportation Policy</li> <li>- Administration of Medication Policy</li> <li>- Providing a Child Safe Environment Policy</li> </ul>	1.1

## 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 the attendance register and record the time of arrival and their signature.
- 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) School Pickup:

- School Pickup procedures may vary at each collection school. Supervisors will liaise with classroom teachers and parents to determine specific collection procedures for that school and individual children. This may include collection of kindergarten children from their classrooms, collection of children on their first day or collection of children with disabilities.
- Each centre will at all times display their collection procedures/checklists for individual schools, and communication to educators and attach to the bus/school roll folders

### Onsite School Pickup policy

- Parents are advised to encourage their child(ren) to go to the onsite collection point as soon as school has finished for the day.
- Educators mark their collection roll immediately as the children arrive at the designated meeting area onsite. A head count is conducted and matched against the children that have been marked on the roll.
- Should a child who is on the roll fail to arrive at their collection point when expected, educators will:
  - Approach or call the 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 contact the Peak Sports and Learning administration office immediately. Administration will immediately contact the parents or guardians of the missing child to find out their whereabouts. The administration team will contact educators to notify them of the whereabouts of the child, if the child is still missing or Educators are to 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 at any stage Educators cannot contact the administration team, Educators are to contact parents/guardians using the centre mobile phone. Numbers of guardians are located on each day roll and in the online FullyBooked portal.
  - If the child is still unable to be located or parents contacted, the administration team will continue calling the child's authorised nominees to gain further information. Peak Educators will assist calling during this process if required. 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.
  - Ensure appropriate supervision of children at the service is maintained and if available send an educator to continue looking for the child searching the school's classrooms, bathrooms, grounds etc. 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 Directors where they may request you contact the police and keep the authorised nominees and school informed of the situation. Where necessary, Directors will also contact Department of Communities & Justice (Previously FACS) within 24 hours of the incident.

### Bus Pickup Policy

- Parents are advised to encourage their child(ren) to go to the bus collection point as soon as school has finished for the day. Children will wait at the bus lines with a teacher until the Peak bus has arrived for pick up.
- Educators mark their collection roll immediately as the children arrive on the bus or at the bus line, where Educators meet with them. A head count is conducted on the bus before departing each collection site.

- Should a child who is on the roll fail to arrive at their bus collection point when expected, educators will:
  - Approach or call the school office and or teacher on bus duty and ask for information regarding the child's attendance at school.
  - If the child was **absent** from school, call the child's authorised nominees once the bus has returned to the centre 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 school staff are unaware of their whereabouts, educators will contact the Peak Sports and Learning administration office immediately. Administration will immediately contact the parents or guardians of the missing child to find out their whereabouts. The administration team will contact the educator to notify them of the whereabouts of the child, if the child is still missing. Educators are to ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained on the bus or in the bus lines for other children during this process.
  - If at any stage Educators cannot contact the administration team, Educators are to contact parents/guardians using the centre mobile phone. Numbers of guardians are located on each day roll and in the online FullyBooked portal.
  - If the child is still unable to be located or parents contacted, the administration team will continue calling the child's authorised nominees to gain further information. Peak Educators will assist calling during this process if required. 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.
  - Educators are **not** to leave the collection school until the missing child has been accounted for without the direction of a Director or the administration team. The bus driver/educator will contact the administration team to ask them to notify the next schools pickup that the bus will be running late.
  - If the child remains missing, contact the Directors where they may request you contact the police and keep the authorised nominees and school informed of the situation. Where necessary, Directors will also contact Family and Community Services (FACS) within 24 hours of the incident.

**(c) Acknowledgement of Children's Arrival at the Centre:**

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and presence on the roll. A head count will be conducted on arrival and at scheduled times throughout the afternoon. These head counts are also recorded on the roll.

**(d) Collection of Children:**

- 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 authorised collection list is accessible to staff through the FullyBooked online system. A current copy is also kept on the centre laptop, this is to be kept current and updated on a regular basis.
- The authorised nominee who is collecting a child must sign the attendance register and record the time of collection and their signature.
- The authorised nominee must be aged 16 years or older, and able to produce photo identification if unknown to staff.

- 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.
- If a person who is not on the collection list arrives to collect a child, the supervisor will contact the parent or guardian where written authorisation by email or text will be sought before the child is able to leave the service. The supervisor 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.
- In the event that a parent attempts to collect their child while in an unfit state, including appearing intoxicated, under the influence of drugs or when a non-custodial parent arrives outside the terms of court orders:
  - Educators cannot prevent a parent from collecting a child, but where possible, without risk to themselves may attempt to persuade a parent to seek alternative arrangements such as contacting another parent or authorised nominee.
  - If the person refuses to allow the child to be collected by another authorised nominee, the supervisor is to inform a Director, and if appropriate, the police will be contacted.
- Children will not to be released into the care of persons not authorised to collect the child, e.g. court orders restricting custody and access. If an unauthorised person is not willing to leave the premises without the child, the educator will call the police.

**(e) Late collection:**

- Children must be collected by the closing time of the service.
- 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 child remains at the centre after closing time and parents have not made arrangement for their collection, centre staff will commence calling all known contact numbers. In the event that there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the Directors and or police.
- Late fees from closure time will apply as outlined in the Enrolment Handbook. This includes a \$20.00 late fee and an additional \$1 per minute.

**(f) Children Leaving the Service Unattended:**

- No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.
- If a child leaves the service in any other circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.
- Staff will not leave the centre to pursue a child if it will or may leave the other children in the Service with insufficient supervision or it will or may expose that staff member to an unacceptable risk of personal harm.

**(g) Responsibility of Families Regarding Absent Children:**

- Families are required to notify the Peak Sports and Learning Administration team 1300 467 325 before 2pm if children will be absent from the service. Administration will record the absences in an appropriate place where other educators will be aware of the information and changes to the roll.
- Families will be informed of their notifying responsibilities upon enrolment and through the Enrolment Handbook.

**Version Control Table**

Version Control	Date Released	Next Review	Approved by	Amendment
1	Jan 2014	March 2018	Directors	Amendments to procedures as needed annually.
2	March 2018	March 2019	Directors	Version Control table introduced. Rewritten and edited to reflect 2018 updated Quality Standards. Addition of school pickup collection procedures, late collection procedures, kindergarten collection.
3	April 2019	April 2020	Directors	Reviewed and no major amendments.
4	March 2020	May 2020	Directors	Reviewed with no amendments. Moved to new document review timeline.
5	May 2020	May 2022	Directors	Reviewed with no amendments made.