

A-8 Dropping Off and Picking Up

NQS

QA. 2.2.1	Supervision.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.3	Families are supported
QA. 7.1.2	Management systems
QA. 7.1.3	Roles and responsibilities.

National Regulations

Reg. 146	Nominated supervisor
Reg. 157	Access for parents
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

Policy Statement

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care for their children.

Related Policies

- NORMANHURST WEST OSHC Policy A-1: Hours of Operation
- NORMANHURST WEST OSHC Policy A-5: New Children Orientation
- NORMANHURST WEST OSHC Policy A-6: Fees
- NORMANHURST WEST OSHC Policy A-9: Absent & Missing Children
- NORMANHURST WEST OSHC Policy A-10: Acceptance and Refusal of Authorisations
- NORMANHURST WEST OSHC Policy A-11: Maintenance of Records
- NORMANHURST WEST OSHC Policy A-15: Role of the Management Committee
- NORMANHURST WEST OSHC Policy C-12: Communication
- NORMANHURST WEST OSHC Policy D-9: Emergency Procedures
- NORMANHURST WEST OSHC Policy D-20: Medication
- NORMANHURST WEST OSHC Policy D-22: Child Protection

Procedure

Dropping Off

Children are not to be left at the Centre at any time prior to the opening hours of the Centre, as stated in the Hours of Operation Policy (A-1).

On arrival, the parent / authorised nominee bringing the child is responsible for electronically signing the child in. This records the person signing the child in, and the time of arrival. In the event that a parent / guardian / authorised nominee has failed to sign their child in on drop off, the Nominated Supervisor or other responsible person may sign a child in, as per regulation 158.

On drop off, children are to place their belongings in the appropriate bag storage area.

During normal centre operations, children in Kindergarten to year 3 must be dropped directly to the main OOSH room and signed in electronically. Children in SKOOSH, years 4-6, can be dropped directly to the resource room with the rest of the SKOOSH group, and signed in there.

There may be times when NWPS, Department of Education or Department of Health recommend that parents and/or visitors do not enter the premises. During this time, an Educator will be stationed at the green entry gate at the bottom of the ramp outside the OSHC room for parents to drop off their child/ren and electronically sign them in. Where these procedures are enacted, parents will be informed via email and our centre Facebook page.

The parent / guardian / authorised nominee dropping the child off must ensure that an educator is aware of the child's presence before leaving the Centre and that any special requirements are communicated. Any points of information provided to educators are to be communicated to Certified Supervisors as per normal communication channels. This may include information such as any particular requirements for the day or any changes as to whom will collect the child. Where the adult dropping off advises the child needs administration of medication, the appropriate forms must be completed and stored with the child's enrolment record (see A-10 Acceptance and Refusal of Authorisations Policy). The child's name will be communicated to Certified Supervisor as per normal communication channels, along with a notation that medication is to be administered, and the time of administration. The Certified Supervisor will set an alarm to remind them of the administration of medication. In the case of an Out of Centre activity, the relevant authorisation must be provided (see A-10 Acceptance and Refusal of Authorisations Policy), and the details will be added onto the Out of Centre Activity Listing.

A notification of change to the child's attendance will need to be completed online via the webserver. If a change to attendance is past the online cut-off times, this change can be informed to the responsible person of duty by phone or email. The educator will manually make these changes on the touchscreen, or note the changes in the diary for staff reference.

As a child is released to teacher supervision at the end of the morning session, the Nominated Supervisor or Responsible Person on duty will electronically sign the child out, which records the time of departure.

Picking Up

Educators will meet Kindergarten children at the Kindergarten classrooms balcony located in the top playground area. Children will be directed to this area by their school teachers. All other children will make their own way to their roll call area. The roll call areas for Kindergarten is the Kindergarten Classrooms Balcony, Year One, Two and Three at the Library Steps & SKOOSH at the COLA Steps (near the SKOOSH Room).

After children have arrived at the centre for the afternoon session, a certified supervisor, or other nominated person will perform a roll call and sign the children in electronically, indicating time of arrival. Two educators will then perform a dual headcount to confirm the number of children present, and enter this into the software. Once all roll call's are completed, and all children accounted for, the Responsible Person on Duty will finalise the roll call and advise all Educators over the radio's that everyone is account for. If any child is missing, the appropriate procedures in Policy A-9 Absent and Missing Children will be followed.

If a child arrives at the centre and there is no booking for them, the Responsible Person on Duty will check the emails and bookings for any information, and as long as the child is enrolled, will then call a parent/guardian. If the child is not enrolled at the centre, or there are no available places for the session, the child will be taken to the NWPS School Office.

The parent / guardian / authorised nominee who is collecting the child must sign the child out electronically, indicating the time of departure. During normal centre operations, as OOSH children have access to multiple supervised areas within the school, it is recommended that prior to 5pm, all children are signed out in the main OOSH room. Educators in the OOSH room will then walkie talkie for the child to meet their parent. Between 5pm and 5:45pm, SKOOSH children are usually in the SKOOSH room, and can be collected and signed out from there. After approx. 5:45pm, the children are back in the main OOSH area and can be collected and signed out from the OOSH room. For the safety of all children, parents / guardians / authorised nominees must collect the child from either the OOSH Room, SKOOSH Room, or the outdoor play area- children are not to enter the carpark unless under direct supervision of the parent / guardian / authorised nominee. There may be times when NWPS, Department of Education or Department of Health recommend that parents and/or visitors do not enter the premises. During this time, an Educator will meet parents / guardians / authorised nominees at the green entry gate at the bottom of the ramp outside the OSHC room for these persons to pick up their child/ren and electronically sign them out. Parents / Guardians / authorised nominees are encouraged to call 5mins early during this time to enable Educators time to have the child collect their belongings and return to the pickup area. Where these procedures are enacted, parents / guardians will be informed via email and our centre Facebook page.

In the event that a parent/guardian has a pre-discussed arrangement, the Nominated Supervisor or other responsible staff member may sign-out a child (this is only on the occasion that a child has an Out of Centre activity). The parent/guardian must provide written consent via an Out of Centre Activities Form prior, outlining the details of the arrangement as well as acknowledgment that the Centre forgoes responsibility of the child as soon as they are signed-out.

If the understanding is that the child will attend their activity then return to OSHC, the Nominated Supervisor or Responsible Person will sign-out the child using the interim out function on the touchscreen, and add a note as to where the child is going. When the child is collected from their out of centre activity, the Responsible person will sign the child back in, using the “interim in” function. The Centre does not take responsibility for the child until they have been collected from their activity. The Nominated Supervisor reserves the right to refuse an authorisation should it be in the best interest of the child or other children (see A-10 Acceptance and Refusal of Authorisations Policy).

The parent / guardian / authorised nominee must ensure that the Nominated Supervisor or Responsible Person on duty is aware that they are taking the child away from the Centre.

The parent / guardian / authorised nominee and children are to ensure that all belongings are collected.

If the child is to be collected by anyone other than the parent, guardian or authorised nominee on the Enrolment, the Centre must be personally informed by the parent / guardian in writing or by email. In the case of an emergency, a parent may phone the Centre to let them know, indicating who will collect the child and a description of the person. Parents / guardians must ensure the person provides the Centre with proof of identity e.g. driver’s license or photo identification.

To ensure the safety of all children, the person picking up the child will be required to produce photo identification and must be 18 years or over. This includes authorised nominees and parents / guardians if they are unfamiliar to the centre staff.

The names and contact numbers of all the people authorised to collect the child must be included on enrolment. Any changes to these must be advised via the Authorised Nominees section of the centre webserver as soon as possible.

The Centre will not release a child into the care of anyone not authorised, without prior consent.

If the Centre has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Responsible Person on Duty will ring the parent/guardian to get his/her authorisation, and request confirmation in writing. The child will not be released from the Centre until proper authorisation has been received.

In the case of a non-custodial parent/guardian attempting to collect a child from the Centre without written consent, an educator will attempt to make immediate contact with the parent/guardian who holds primary custodial rights. For child safety, the centre will go into lockdown while the Responsible Person on Duty strongly discourages the person from trying to take the child.

If they threaten any violence or harm to the staff, child or themselves, the Responsible Person on Duty must be aware of their Duty of Care to all children and educators on the premises and will call the police immediately (see D-9: Emergency Procedures Policy – Harassment and Threats of Violence).

Late pick-up of children

Educators should be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

Children must be collected by the closing time of the Centre, as dictated in the Hours of Operation Policy (see policy A-1: Hours of Operation). Any child collected after closing time may incur a Late Pickup Fee as set by Management (see policy A-6: Fees).

If a child is not collected by closing time and no contact can be made with parents, guardians or emergency contacts, then the Responsible Person on Duty will contact the OSHC sub-committee and inform them of the situation. The Centre reserves the right to contact the police and Community Services if by 6:30pm the child has still not been collected and there remains no contact from the parent/guardian. A notice will be left on the OSHC room door to inform the parent as to where the child has been taken. Contact details (i.e. phone numbers) will also be written on this notice.

If a parent / guardian continues to collect their child after closing time, the Nominated Supervisor will need to discuss other options with them and suitable arrangements made. Late pick-ups may jeopardise the child's place in the Centre and the enrolment may be cancelled, after a written warning is given, if the Late Pick-ups continue.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)

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