



DELIVERY AND COLLECTION POLICY 2018

All children have the right to experience quality care in an environment that provides for their health and safety. The *Education and Care Services National Law Act 2010* requires that Willaura PS OSHC (WILLAURA PS OSHC Service) takes reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorised persons is a key aspect of children's safety.

The Coordinator and educators ensure that the attendance of all children enrolled in WILLAURA PS OSHC Service is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children, or arrange with WILLAURA PS OSHC Service for an authorised person to do so. WILLAURA PS OSHC Service will ensure the protection of children not collected by closing time. Families are expected to abide by WILLAURA PS OSHC Service hours of operation, except in an extreme emergency. WILLAURA PS OSHC Service is unable to provide care to children after hours on a regular basis.

WILLAURA PS OSHC Service is committed to:

- protecting each child's wellbeing during transitions between the OSHC Service, the School program, and home, making sure that arrival and departure routines are relaxed and positive
- providing families with reassurance that their child will be safe and not be released to unauthorised people, with clear late collection procedures, and understanding if they are unavoidably delayed
- making time to discuss matters with families at the beginning and end of the day
- having clear guidelines to follow in the event that a child is not collected when expected
- encouraging families to take responsibility for their child and not to misuse the services offered
- ensuring that attendance rolls are marked in a timely manner so any absent children can be accounted for
- ensuring that swift communication is made with the school office and the parents/carers of the child if a child is not in attendance when they should be
- ensuring that all staff are familiar with the procedure to follow if a child is not in attendance when they should be or is not accounted for.

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This policy applies to all educators and families of WILLAURA PS OSHC Service, and will be highlighted to families at the time of enrolment and provided in writing on request. It is the responsibility of all educators, the Coordinator and the School Council to implement this policy. The Coordinator will regularly remind families through WILLAURA PS OSHC Service newsletter, website, notices in the entry area, reminders on the family's fee invoices and by email to families (or other means) to ensure that their authorisations to collect children and any emergency contacts details are up to date.

Procedures for Arrival and Departure Times

WILLAURA PS OSHC Service procedures for delivery and collection must be followed in every instance, to ensure the safety and wellbeing of children at all times.

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Arrival at After School Care and departure for home

- Educators will welcome children on arrival and seek to engage them in the day's planned activities.
- All children must report to a program staff member to be marked on the roll.
- If children take part in any activities that have been organised by the school after 3.30pm, they must wait at the program until they are taken to the designated area.
- Children may need to leave After School Care earlier because they are taking part in an extracurricular activity, and will return once the activity is over. These children will be accompanied by a staff member and handed over to the teacher in charge. In these circumstances, written authorization from the authorized parent/guardian stating that their child will be attending the activity must be given to the OSHC Coordinator prior to the activity starting. The contact detail and the name of the organization delivering the activity must be provided to the OSHC service.
- Any medications must be given directly to the educator who will check the family has completed an **Authority to Administer Medication Form**, and then store the medication in the appropriate place.
- Families are greeted by OSHC educators as they arrive at WILLAURA PS OSHC Service, and advised on where their child is.
- Specific information is shared at this time about the child's involvement in the program.
- Educators say goodbye to the child and family, ensuring that the family member collecting the child has signed the child out and collected any medication if applicable.
- Children may need to leave After School Care earlier because they are taking part in a school camp, school excursion or the school choir, and need to be at a specific meeting place. These children will be accompanied by a staff member and handed over to the teacher in charge. Written authorization must be received by the OSHC Coordinator prior to the activity.
- The parent/guardian should always provide the Coordinator with written authorisation stating that their child needs to leave the program early and why. All parents/guardians must also still remember to sign their child / children out on the roll for the earlier time.

Attendance Record

- Accurate attendance records will be kept and checked each day.
- The enrolling parent/guardian or authorised person who brings the child to the OSHC Service for Before School Care, or collects the child from the After School Care must sign or initial the child's times of arrival and departure.
- If a child does not attend for any reason, the Coordinator will enter the type of absence on the attendance record or allowable absence record, and the parent/guardian must verify the

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absence by signing or initialing the attendance record and providing the necessary documentation at a later date.

- Families who do not complete the attendance records will not be eligible to claim Child Care Benefit.

Authorisations Required

Authorised persons – In relation to the authorisation to collect, an authorised person is an adult (18 years or over) who has been nominated by the enrolling family member as an authorised person to collect the child when the parent/guardian cannot collect their child themselves.

- The names and contact numbers of all persons who are authorised to collect children from WILLAURA PS OSHC Service must be included on the **Enrolment Form**. Families will be encouraged to name additional emergency contacts who they expect would be available and able to assist in an emergency. This could include a trusted neighbour if the family does not have relatives or friends on hand to assist
- Any changes to these authorisations must be advised in writing to the Coordinator by the enrolling parent/guardian as soon as possible. WILLAURA PS OSHC Service will ask families to update their own, and their emergency contact numbers as they change
- Authorised persons must be aged 18 years or over to be accepted by WILLAURA PS OSHC Service as an authorised person for a child to leave WILLAURA PS OSHC Service with.
- If the family arranges for an authorised person to collect their child from the OSHC Service, they must contact the OSHC Coordinator, or the responsible person present for the session of care the child will be attending, to advise of this arrangement prior to the collection of the child, and confirm who will collect the child.
- Children will only be released to authorised persons on the date/s nominated by the family on the Authorisation to Collect Form.
- Children in attendance at WILLAURA PS OSHC Service will not be permitted to leave the service alone, and families who request their child to leave unaccompanied by an authorised adult will not be accepted (e.g. request for the child to walk home at a certain time).
- If WILLAURA PS OSHC Service has not been notified in writing through the Authorisation to Collect form, or been provided with a written letter from the family, and someone other than the enrolling parent/guardian arrives to collect the child, the Coordinator will:
 - confirm that the authorised person has been named previously on the enrolment form
 - contact the enrolling parent/guardian to obtain their authorisation in writing via fax or email
 - ask the parent to provide a description of the person concerned (if the authorised person is not known to the Service), and ask the person to provide proof of their identity.
- The child will not be released until the enrolling parent/guardian's authorisation has been

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obtained in writing. This person must have been nominated on the child's enrolment form as an authorised person, or the child will not be released to the unknown person. Verbal instruction verified and documented by educators will be permitted.

- If the enrolling parent/guardian cannot be contacted, or where the unknown person arrived to collect the child has not been nominated as an authorised person to collect the child, late collection procedures will apply.
- If a person other than an authorised person attempts the removal of a child, the Coordinator and/or educators will explain that they are required by law to contact the child's legal guardian before the child may be taken. The following procedure will be followed.

Procedure on removal or attempted removal of a child by a non-approved person

Step 1	Coordinator (or educator) will inform the non-approved (non-authorised) person that they are not authorized to hand the child over.
Step 2	If the person insists, they will be offered the use of the telephone and/or documentation to check regulations and the Coordinator will be contacted.
Step 3	If the person is insistent, the Coordinator or another educator will contact the police.
Step 4	The educators will take all reasonable measures to prevent the child from being taken from WILLAURA PS OSHC Service, and will also use delaying tactics to allow the police more time to arrive. The safety of children and educators is paramount in such a situation.
Step 5	In the event that educators are unable to prevent the child from being taken, an educator will, if possible, accompany the child to the car and get the make, model and registration of car, a description of clothing of person, and a description of the child's clothing.
Step 6	Educators will immediately contact the police again as well as the child's parents, Department of Health and Human Services (if they are involved, for example because of a custody arrangement, and the School Principal and/or the President of the School Council).
Step 7	Educators will document the incident immediately.

Children Leaving WILLAURA PS OSHC Service without Permission

WILLAURA PS OSHC Service does not allow children to leave without permission.

If a child leaves After School Care without permission, the Coordinator will contact the School Office after a quick search of the school grounds, and ask for an announcement to be made for the child to return to the program. If the child does not return to the

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program, or there is nobody at the office the Coordinator will notify the School Principal and the child's parents/guardians.

An **Incident Report** will then be completed and signed by the Coordinator and parent/guardian. A copy of the report will be kept on the child's confidential enrolment record.

Late Collection of Children

- WILLAURA PS OSHC Service's hours of operation are clearly displayed in the main entrance on the notice board, and in the hall.
- Families are required to plan their day in order to ensure they are at the OSHC Service prior to closing time. Educators may need time to give families information about their child's day, and educators also have evening commitments of their own they wish to fulfill, including family responsibilities. We ask families to endeavour to collect their children before closing time, allowing educators time to lock up WILLAURA PS OSHC Service and leave on time.
- Upon enrolment, all families will be provided with access to a copy of the service policies and procedures (which are also available in the OSHC room, on request or on the OSHC page of the school website: <http://beps.vic.edu.au/oshc/>), which state in the late collection policy that any family whose child or children are signed out after closing time will be charged a fine of \$10.00 for the first 15 minutes after 6.00pm per family and \$15 per family for each following 15 minutes or part thereof applies. This fine is to cover the staff wages after hours and insurance.
- If parents/guardians are delayed, they should try to organise for an emergency contact listed on their Enrolment Form to pick up their child before 6.00pm.
- Families are also requested to contact the program to notify the OSHC Coordinator if they are going to be late, so educators can reassure the child (some children become upset if they are the last one left).
- When a family member or emergency contact person signs the child out late, a late fee will be charged to the family on their next invoice/statement, and it will not attract CCB or CCTR.
- Families are not charged the fine for a first time breach.
- Families who are unavoidably detained and are unable to collect their child by 6.00pm must telephone the OSHC Service as soon as possible to advise WILLAURA PS OSHC Service of their lateness and expected time of arrival.
- Special circumstances such as a traffic accident or vehicle breakdown will be given consideration in relation to the administration of late collection fees. This is at the discretion of the Coordinator.

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Where families are continually late to collect a child, the following process will be followed to address continuing issues.

- When a parent/guardian regularly arrives late at WILLAURA PS OSHC Service to collect their child, the Coordinator will discuss other collection arrangements and child-care options with them.
- On the next late collection, within two weeks of the first incident, an email will be sent to the family advising them that another late collection of their child will result in cancellation of their place at WILLAURA PS OSHC Service.
- The OSHC Coordinator will speak with the parent to alert them to the grievance process, and to discuss any difficulties the parent is experiencing in collecting their child by closing time. Strategies for the parent to adhere to WILLAURA PS OSHC Service hours of operation will be discussed, and the parent will be asked to give a commitment to implementing these strategies.
- If there is a further late collection within two weeks, the family's enrolment will be cancelled.

Non-Collection of Children

If a parent/guardian has not contacted WILLAURA PS OSHC Service, and the child has not been collected by 6.00pm, the Coordinator will attempt to telephone the parent/guardian, or if this is not possible telephone the emergency contact persons listed on the child's Enrolment Form to arrange for the child's immediate collection. A note will be left on the main entrance door indicating where the child is.

- Parents are asked to consider the inconvenience to educators and the stress for the child. The cost of detaining educators will result in a late fee,
- The Coordinator may decide to contact the police to find out if the parent has been involved in an accident, or to ask the police to take action to try to locate the parent/guardian.
- If the educators present are unable for whatever reason to remain at the OSHC Service to care for the child, the OSHC Coordinator, or responsible person present, will contact any educators who have agreed to make themselves available in these circumstances, and ask them to relieve educator/s as soon as they are able.
- Educators will care for the child's needs (i.e. provide a snack or evening meal) and reassure the child if they are anxious, and provide them with some fun games or activities.
- If the child has not been collected by **7.00pm**, the School Principal or Coordinator will contact the police, and the Child Protection Intake Unit through the Victorian Government Department of Health Human Services, and leave the child in their care.
- The coordinator will contact the School Principal, School Council President and the Department

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of Education to inform them of what has occurred.

- All additional hours worked by educators at WILLAURA PS OSHC Service will be paid as overtime, as per employment contracts.

Sources & Legislative References

Shaw, M 2010, 'Developing and implementing your service's child protection policy', extract from *Putting Children First*, Newsletter of the National Childcare Accreditation Council, no. 36, December

Tansey, S 2005, 'Supervision in children's services', extract from *Putting Children First*, the Newsletter of the National Childcare Accreditation Council, no. 15, September

Australian Children's Education & Care Quality Authority 2013, *Guide to the National Law and National Regulations*, www.acecqa.gov.au

National Professional Support Coordinator Alliance 2012, *Getting started with policies for the NQF: Policies in Practice template – Delivery & Collection of Children* www.pscalliance.org.au

<i>Education & Care Services National Law Act 2010 (Vic) – Sections 3(2)(a), 165, 167 175 189</i>
<i>Education & Care Services National Regulations (2011) – Regulations 99, 158, 168 (2)(f), & 176</i>
<i>National Quality Standard for Early Childhood Education and Care & School Age Care (2010) – Standard 2.3 & Elements 2.3.1, 2.3.2</i>
<i>DEEWR Child Care Service Handbook 2012–2013 – Sections 4.6, 4.7, 4.8, 5.5, 6.5, 10 & 13</i>
<i>Victorian Early Years Learning & Development Framework (2009) –Practice Principles</i>
<i>Framework for School Age Care in Australia (2012) – Outcome 3</i>
<i>Children Wellbeing & Safety Act 2005 – Supporting Children's Wellbeing& Principles for Children</i>
<i>Victorian Occupational Health & Safety Act 2004 – Providing a Safe environment</i>
<i>Children Youth & Family Act 2005 (Vic) – Reporting and referral for child and family wellbeing</i>
<i>Family Law Act 1975 (Cwlth) – Court Orders</i>

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