



OOSH DELIVERY & COLLECTION POLICY & PROCEDURES

07

1. Policy Information

Policy title	OOSH Delivery & Collection Policy & Procedures
Policy version	07.1
Classification	OOSH
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Approval Authority	Approved Provider (Principal), DPP, OOSH Nominated Supervisor
Person/s responsible for policy	OOSH Nominated Supervisor

2. Overview

Toongabbie Christian College (the 'College') OOSH (Out of School Hours/the 'Service') believe that children's safety and wellbeing is of primary importance and that appropriate measures must be in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorized persons.

The transition of children to, and away from, a Service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Safeguarding children during their delivery to, and collection from, the Service premises can be enabled by the creation of policies and procedures and an effective process for their implementation.

3. Policy

3.1 General Principles

- 3.1.1 The Service will ensure each child's drop off and pick up is done in a safe manner.
- 3.1.2 Parents/Carers will be inducted into the Service's procedures regarding drop off and pick up in their first few visits to the Service.
- 3.1.3 The Service does not transport children from one Education and Care Service facility to another Education and Care Service facility.

4. Procedures

4.1 Delivery of Children by Parent/Carer/Authorised Person

- 4.1.1 Children are not to be left at the Service unattended at any time prior to the opening hours of the Service.
- 4.1.2 Any person delivering the child to the Service must sign in at the 'QK Kiosk'. In the event that a parent/carer 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.
- 4.1.3 Educators will be aware of each child's arrival at the Service and exchange relevant information with parents/carers.

4.2 Collection of Children by Parent/Carer/Authorised Person

- 4.2.1 The Service is legally not authorised to have children in its care after 6:30pm. Children must be collected by the closing time of the Service.

- 4.2.2 Any person who is collecting a child from the Service must be listed as an authorised person on the child's enrolment form.
 - 4.2.2.a Authorised person to collect must be over the age of 18, accept in the case where it is a sibling and they must be over the age of 16. If the sibling does not have a formal form of ID, a student card would be accepted.
 - 4.2.2.b If the educator answering the doorbell is unable to identify the person attempting to enter the Service, the educator will not let the person through. The educator would meet the person at the gate, and if they were still unable to identify them, the educator would ask the following;
 - 4.2.2.b.i Who are you?
 - 4.2.2.b.ii Who are you here to pick up?
 - 4.2.2.b.iii I have not received written confirmation from the child's parent/carer, please wait at the gate until I am able to confirm.
 - 4.2.2.b.iv If written confirmation (via email or text message) is given, the person would be able to enter, sign the child out and collect them after presenting ID.
 - 4.2.2.b.v If authorisation from the child's parent/carer has been rejected, the educator will let them know and calmly ask them to leave.
- 4.2.3 The authorised person who is collecting a child must sign the child out on the 'QK Kiosk'.
- 4.2.4 Written authorisation must be given if the child will be picked up by a person who is not listed on the enrolment form. Upon pick up, the person must provide a photo ID to an educator. The educator will make a photocopy of the ID noting the date, time, the child they picked up and the educator's signature.
- 4.2.5 Educators will be aware of each child who is collected and ensure it is someone on the child's authorised persons list.
- 4.2.6 Parents/Carers should notify educators as soon as possible if the authorised person will be later than expected or will arrive outside of the Service's operating hours.
- 4.2.7 In case of an emergency where a child's authorised person cannot be contacted, messages will be left on voicemail, text message and email if possible.
- 4.2.8 In the case of parents/carers collecting their children between 6:20pm - 6:30pm, families need to be mindful of the 6:30pm closing time.

4.3 Delivery of Children by the Service

- 4.3.1 At 8:15am, children are signed out by the Responsible Person.
- 4.3.2 Children are observed walking from the Service to the College basketball court where the College staff on duty take over the responsibility of care and supervision for the children.

4.4 Delivery of Children to the Service by the College

- 1.1.1 College class teachers are provided with a list of students who are enrolled at OOSH so that they are aware of which children need to be directed to OOSH.
- 1.1.2 At 2:55pm, an educator will be present on the College Primary basketball court in order to direct students attending OOSH to the Service.
- 1.1.3 The Responsible Person will sign the children into the Service.

4.5 Late Pick Up

- 4.5.1 Parents/Carer are expected to notify educators when they might arrive late at the Service.
- 4.5.2 If a family is late without notice after 3 separate occasions, a warning will be issued. If the family continues to be late after the warning, their child's enrolment may be jeopardised. Circumstances will be considered.
- 4.5.3 If a parent/carer and people authorised to collect are unable to be reached via phone, the Nominated Supervisor and Approved Provider will be made aware.

- 4.5.4 If a parent/carer and people authorised to collect have not been able to be reached via phone over a period of time, the Police will be contacted and notified. Educators will then follow the advice of the Police.
- 4.5.5 For information regarding late pick up fees, please refer to the College's *OOSH Fees Policy & Procedures*.

4.6 Absent and Children Unaccounted for

- 4.6.1 Parents/Carers are required to notify educators as soon as possible if a child will be absent from care.
- 4.6.2 Should a child not arrive at the Service, educators will complete the following:
 - 4.6.2.a Ask the other children where the child might be.
 - 4.6.2.b Check the absent list sent by the College Office.
 - 4.6.2.c An Educator will check the basketball court for the child.
 - 4.6.2.d If the child was present at school, their parent/carer must be contacted. If parents/carers are not able to be reached, the emergency contact on the registration form must be notified. Educators must keep trying to contact until the whereabouts of the child is determined.
 - 4.6.2.e If there is reason to suspect the child is in danger, relevant authorities must be contacted, keeping the College informed.
 - 4.6.2.f An Educator will write an incident report.
 - 4.6.2.g The Nominated Supervisor will notify the Department of Education within 24 hours via the NQAITS notification of the incident occurring.
- 4.6.3 If a child absconders or is unaccounted for after being signed in to the Service:
 - 4.6.3.a consult with other educators to see if they know of the child whereabouts
 - 4.6.3.b refer to the ECA list to see if they are involved in an ECA
 - 4.6.3.c check the QK Kiosk to see if the child has been signed out by a parent/carer
 - 4.6.3.d contact the College Deputy Principal Primary who will assist in organising a search of the College grounds
 - 4.6.3.e contact the parent/carer in case they collected them without signing them out
 - 4.6.3.f if the child is still unaccounted for, relevant authorities must be contacted, keeping the College informed.
 - 4.6.3.g An Educator will write an incident report.
 - 4.6.3.h The Nominated Supervisor will notify the Department of Education within 24 hours via the NQAITS notification of the incident occurring.

4.7 Delivery and Collection of Children for Extra Curricular Activities

- 4.7.1 Please refer to the OOSH Extra Curricular Activities risk assessment.
- 4.7.2 Please refer to the College's *OOSH Extra Curricular Activities Policy & Procedures*.

4.8 Excursions

- 4.8.1 Please refer to the OOSH Individual Excursion risk assessments.
- 4.8.2 Please refer to the College's *OOSH Excursions Policy & Procedures*.

4.9 Ratios

- 4.9.1 Please refer to the College's *OOSH Interactions with Children Policy & Procedures*.

4.10 Parental Access

- 4.10.1 Please refer to the College's *OOSH Acceptance and Refusal of Authorisation Policy & Procedures*.

4.11 Children's attendance and enrolment record

4.11.1 Please refer to the College's *OOSH Enrolment and Orientation Policy & Procedures*.

4.12 Acknowledgement of Children's Arrival

4.12.1 Educators will acknowledge each child's arrival at the Service by signing them into the 'QK Kiosk'.

5. References

- Prepared in consultation with Becklyn

6. Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
S165, S167, S175, R86, R87, R99, R100, R101, R102, R102AAB, R102AAC, R102A, R102B, R122, R123, R157, R158, R160, R161, R168, R170, R171, R172, R176, R177	QA2.1.2, QA2.1.3, QA2.2.1, QA2.2.2, QA4.1.1, QA4.2.2, QA6.1, QA6.2.1, QA7.1.2,	<ul style="list-style-type: none"> • OOSH Fees Policy & Procedures • OOSH Acceptance and Refusal Policy & Procedures • OOSH Hours of Operation Policy & Procedures • OOSH Excursions Policy & Procedures • OOSH Risk Assessments • OOSH Enrolment and Orientation Policy & Procedures • OOSH Interactions with Children Policy & Procedures • OOSH Extra Curricular Policy & Procedures 	<ul style="list-style-type: none"> • Duty of Care • Child Safe Standards • Children & Young Persons Act (Care and Protection) Act • Family Assistance Law