

## Delivery and Collection of Children

### Policy Statement

At South Turramurra OOSH (OOSH/service) we aim to ensure that children arrive and depart from the service safely. Educators navigate this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their responsibilities and accounting for the whereabouts of children in our care.

### Legislative Requirements

Education and Care Services National Law Act 2010: 165, 167, 170

Education and Care Services National Regulations 2011: 99, 102, 102D, 122, 123, 157, 158, 159, 160, 161, 168, 170, 171, 172

Child Protection (Working with Children) Act 2012

National Quality Standards (QA 2.2.1, 6, 7)

Children and Young Persons (Care and Protection) Act 1998

Family Law Act 1975

### Definitions

#### Authorised Nominee

- A person who has been given permission by a parent or family member to collect the child from the education care service.

#### Authorised Person

- Means:
  - (a) a person who holds a current WWCC [working with children check, or equivalent].
  - (b) a parent or family member of a child who is being educated and cared for by the service.
  - (c) an authorised nominee of a parent or family member of a child who is being educated and cared for by the service.
  - (d) in the case of an emergency, medical personnel or emergency service personnel.
  - (e) a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].

#### Parent

- In relation to a child, includes:
  - (a) a guardian of the child.

(b) a person who has parental responsibility for the child under a decision or order of a court.

- For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.

## Implementation Strategies – how will it be done?

### The Approved Provider/Nominated Supervisor will:

- ensure that an **attendance record is kept** with each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator.
- ensure the appropriate **risk assessments are completed** and all relevant actions are undertaken in relation to the period during which children are **travelling between the education and care service and any other service which provides education or care to children**.
- ensure systems are in place so that **children only leave the service premises**:
  - if they are **given into the care of a parent, an authorised nominee** named in the child's enrolment record, or a person authorised by the parent or authorised nominee.
  - **in accordance with the written authorisation** of the child's parent or authorised nominee.
  - if they are taken on an **excursion or on transportation provided or arranged by the service, with written authorisation** from the parent or authorised nominee.
  - if they are given into the care of a person or taken outside the premises because the child requires **medical, hospital or ambulance care or treatment, or because of another emergency**.
- ensure that an **enrolment record is kept** for each child which contains the information set out in regulations 160 and 161, including authorisations from families.
- ensure all **supervision requirements are met during delivery of children to, and collection from, the service premises**, including relevant educator to child ratios.
- should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the **response meets all regulatory requirements**, including implementing your *Incident, injury, trauma and illness policy and procedures*.

### Educators and staff will:

- be aware of and **follow the *Delivery and Collection of Children policy and procedures***.
- ensure that the **attendance record is completed when children arrive and leave**, including: each child's name; the date and time they arrive and depart; and the signature (digital or physical) of the person who delivers/collects the child, a nominated supervisor or educator.
- ensure that, **when leaving the service, children are**:
  - **given into the care of a parent, an authorised nominee** named in the child's enrolment record, or a person authorised by the parent or authorised nominee.
  - **given into the care of a person in accordance with the written authorisation** of the child's parent or authorised nominee.
- **meet the supervision requirements** during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios.
- **be aware of the requirements should any incidents occur**.

## Procedures

### Provisions

#### The Parent Desk

- The Parents Desk has two locations that change depending on the needs of OOSH. They are outside of the OOSH Building, adjacent to the bottom of the access ramp and on the bench to the direct left upon entering the OOSH Building.

- The Parent Desk is set up outside of South Turramurra OOSH on the walkway behind the school office during peak parent traffic times in before and after school care, until 6pm.
- The Parent Desk is set up inside the OOSH room entryway during off peak parent traffic times. This includes Vacation Care and after school care after 6pm. South Turramurra OOSH will roster an educator as Parent Greeter to be available for parents during the delivery and collection of children. The Parent Greeter is responsible for supporting parents in correctly following the procedures set out in the policy below.

### Xplor Hub and Xplor Home app

- Parents/guardians and authorised nominees are to use the digital sign in/out procedure outlined in this policy to ensure all necessary information is documented during the delivery and collection of children procedure.
- Parents/guardians and authorised nominees must provide South Turramurra OOSH with their contact email and mobile number to set up their Xplor profile and confirm their identity. Parents/guardians and authorised nominees must complete the set-up steps necessary to create their Xplor profile prior to delivering or collecting children from South Turramurra OOSH.
- Only parents/guardians listed in the child's enrolment will have access to the Xplor Home app. When using the app to sign children in and out of South Turramurra OOSH, parents/guardians must scan the daily QR code located at the Parent Desk, via their Xplor Home app and confirm the sign in/out via the app.
- Parent/Guardians and authorised nominees can use the Xplor Hub to sign children in and out of OOSH. The Hub is accessed by the tablet provided at the Parent Desk and parent/guardians and authorised nominees can log into the hub using the credentials created during their Xplor profile set-up.

### Delivery of Children

#### Parent delivering child to service

- Children are not to be left at South Turramurra OOSH prior to 7am or OOSH opening.
- Parents are to enter the school via one of the designated parent access gates. It is the responsibility of parents to leave the school gates in a secure manner if using an access point other than the main Kissing Point Road gate, or the 'kiss and drop' area.
- Parents are not to use the school car park to access South Turramurra OOSH.
- If a parent or guardian is experiencing extreme circumstances and wishes to request car park access, an email must be sent to South Turramurra OOSH and Turramurra Public School. All car park access must be approved by the school principal.
- On arrival at OOSH, the parent or an authorised nominee delivering the child is responsible for electronically signing the child in on the tablets provided or via their Xplor Home app, which records the time of arrival. If a parent/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.
- The parent/guardian or authorised nominee is responsible for the supervision and wellbeing of their children while on school grounds, until the child is signed into South Turramurra OOSH's.
- The parent/authorised nominee delivering the child must ensure that educators are aware of the child's presence before leaving OOSH, and that any additional needs are communicated to OOSH educators.
- If a child requires medication to be administered whilst at South Turramurra OOSH, the person dropping off must complete the relevant documentation as per our *Administration of Medication procedure*.

#### Service delivering child to school during the school term

- When the school bell sounds at 8:40am, children are signed out by an educator, recording time of departure and are released from South Turramurra OOSH's care.

- Kindergarten, year 1 and year 2 children are escorted down to the infant's area of the school where a teacher will be sighted prior to leaving the children.
- Years 3, 4, 5 and 6 walk themselves to their classrooms to hang their belongings and move to the COLA where a teacher will be on duty.
- It is the responsibility of Turramurra Public School to have teachers supervising child play areas from when the school bell sounds at 8:40am.
- Any children that have ongoing first aid and are waiting for a parent/guardian to collect them will be taken to the top school office by an OOSH educator, and the school office staff informed of the condition of the child and estimated time of arrival of the parent.

## Collection of Children

### Service collecting children from the school during the school term

- Primary and Infant children make their way to OOSH when teachers release them from class after the 3:05pm bell. Kindergarten children are collected by OOSH educators from their classroom at 2:30pm for the first few weeks of the school year, until the school releases Kindergarten classes at 3:05pm for the remainder of the year. An educator will remain in the infant area to search for any missing children.
- Any OOSH-attending children in the school office sick bay at 3:05pm will be escorted to OOSH's First Aid Area to await parent collection. It is the responsibility of the school office to inform South Turramurra OOSH of any children who are being sent to OOSH from the school sick bay and to inform the parent guardian of the incident.
- For missing children, refer to *Incident, Injury, Trauma and Illness policy*, subsection *Absent and Missing Children procedure*.

### Parent collecting child from service

- Children must be collected from South Turramurra OOSH by a parent/guardian or authorised nominee by our 6:15pm closing time. The Nominated Supervisor or Responsible Person must be made aware of collections after 6:15pm and they will incur an additional fee. See *Payment of Fees policy*.
- Any person collecting a child from South Turramurra OOSH must be listed as an authorised nominee for the child. It is the responsibility of the parent/guardian to ensure South Turramurra OOSH has up to date contact information for all authorised nominees.
- To list authorised nominees' parents must add the person as a 'Contact' via the accounts page in their Xplor Home app. The parent must provide email, mobile number, and relationship to child details for the intended authorised nominee, as well as select 'permission to collect' in the contact permissions when prompted. Contacts will receive an email to create a pin number.
- The authorised person/Contact who is collecting the child must sign the child out using the tablets provided at the parent desk. The Contact must use their mobile number, and the pin number they created to log into the Xplor 'Hub'. From inside the 'Hub' they can select the children they are collecting (which will record the time of departure), then log out.
- Educators will be aware of each child's departure from OOSH to ensure the child is collected by an authorised person.
- Children who have been signed out of South Turramurra OOSH must be supervised by their parent/guardian or authorised collector while they remain on school grounds. Children must move away from the OOSH Area once signed out of care by a parent/guardian or authorised collector, so as to not compromise the supervision of the children remaining in OOSH care.
- South Turramurra OOSH will not release a child into the care of anyone not authorised without prior consent from a parent/guardian, except for Police, Paramedics or child protection services in emergency situations.
- If the child is to be collected by anyone other than the parent/guardian or authorised nominee, OOSH must be informed by a parent/guardian in writing. If written consent is unavailable, the parent/guardian may

provide verbal consent, via phone call. The person collecting must provide photo ID for the service to sight before releasing the child. Written consent must be provided to South Turramurra OOSH as soon as practical by the parent/guardian if permission is provided over the phone.

- If South Turramurra OOSH has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Responsible Person in Charge or “Office” Educator will contact the parent/guardian to gain approval. The child will not be released from OOSH until proper authorisation has been received.
- Children are not permitted to sign themselves out or leave OOSH without an authorised person.
- Persons under the age of 18 must be over the age of 16 to be an authorised nominee. Written consent must be given by a parent/guardian, and they must be known to an educator. Underage collectors will need to notify an Educator on arrival to sign the child out for them.
- Educators may refuse an authorised collection if they are deemed unfit to care for a child, e.g. if they are exhibiting behavior of one under the influence of drugs or alcohol.

### Extra-curricular Activities

- Parents/Guardians must provide written authorisation for South Turramurra OOSH educators to transport children to and from extra-curricular activities.
- Children enrolled in OOSH who are attending extra-curricular activities after school will be signed in digitally at 3:05pm, delivered to, collected from activities by an assigned educator and signed in and out on a physical roll, to be filed and stored as attendance records. Children who attend extra-curricular activities directly after school will be sighted at their lesson before being digitally signed into OOSH.
- Parents collecting their children directly from activities are to inform South Turramurra OOSH prior to collecting and when applicable, sign their child out of OOSH care prior to collecting.

### Late Collection

- Parents are to notify the Coordinator/Nominated Supervisor or Responsible Person at OOSH if a child will be collected later than 6:15pm. Any child collected after closing time will incur a late collection fee, as set by management and detailed in the *Payment of Fees policy*.
- If a child is not collected by 6:15pm the Responsible Person will contact the parent/guardian by phone.
- If contact is not made with the parent/guardian, the Responsible Person will continue to try and contact the authorised nominees and emergency contacts.
- If no contact has been made by 7:00pm the Responsible Person will contact the Coordinator/Nominated Supervisor (if not on-site), police and the child protection hotline for mandatory reporters on 132 111 to advise them of an abandoned child.
- The Coordinator/Nominated Supervisor will inform the OOSH Parent Management Committee President of all action taken.
- The Responsible Person must record all details of the situation and action taken as an Incident Record. The person taking responsibility for the child’s care when they leave must sign this form. This should occur even if the child is picked up by an authorised nominee after 7:00pm.

### Emergency/Non-contact

- During emergency evacuations, sign out procedures may be altered by the Responsible Person on duty to ensure the safety of the children and authorised collectors.
- If decided by the Responsible Person, educators can sign children out as they are being collected to avoid congestion and panic. Educators must ensure children are being collected by parents/guardians or authorised nominees only.

- In emergency situations, parents can call and give permission over the phone to allow children to be picked up by a temporary authorised collector.
- In the case of power outages or the unavailability of internet services, a physical sign out sheet attached to the “Parent Clipboard” will be used to sign children in and out of the service.
- During National or Global pandemics where non-contact is advised, delivery and collection procedures can be altered to adhere to government guidelines. All long-term alterations will be approved by South Turramurra OOSH Parent Management Committee to ensure the children’s safety is being upheld.

## Non-Custodial Parent Access

- In line with legal obligations a parent/guardian cannot be prevented from picking up their child unless a court order has been issued preventing such access or they are deemed unfit to collect a child by the Responsible Person.
- If a court order has been issued preventing a non-custodial guardian's access to your child, a copy of the original court order must be on file. Unless we have a copy on file at OOSH, we cannot prevent access of a parent/guardian to their child. Photographic identification is required for easy identification.
- In the case of a non-custodial parent/guardian attempting to collect a child from South Turramurra OOSH without consent, educators will ask the non-custodial person to leave and will attempt to make immediate contact with the parent/guardian who holds custodial rights. For child safety, if the non-custodial person does not leave immediately OOSH will go into lockdown. The Responsible Person on duty will strongly discourage the person from trying to take the child, however if they threaten any violence or harm to educators, children or themselves, the Responsible Person must be aware of their duty of care to all children and educators and contact police immediately.

## References and Related Policies and Procedures

### References

- Australian Children’s Education and Care Quality Authority (ACECQA) [www.acecqa.gov.au](http://www.acecqa.gov.au)
- ACECQA – Guide to the National Quality Framework <https://www.acecqa.gov.au/national-quality-framework/guide-nqf>

### Related Policies and Procedures

- Dealing with Medical Conditions in Children
- Acceptance and Refusal of Authorisations
- Enrolment and Orientation
- Incident, Injury, Trauma and Illness
- Providing a Child Safe Environment
- Excursions and Transport
- Dealing with Complaints
- Payment of Fees
- Governance and Management

## Approval and Revision History

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