



# Delivery and Collection of Children Policy

## POLICY RATIONALE

Holy Family Catholic School OSHC is committed to meet the needs of parents and children in the community. For all children's well-being and safety, the service has developed procedures to ensure the safe release of children to and from the service.

Holy Family Catholic School OSHC will consistently ensure the safety of children that are booked to attend an after-school session by accounting for all children booked into the session. This policy will outline the procedure that educators will follow to manage a child that has not arrived at the service as expected.

## POLICY PROCEDURES

### HOURS OF OPERATION

Office hours for the Director are 6:30am to 10am and 2:00pm to 6:00pm Monday to Friday except Public Holidays. Hours of operation may be reviewed in relation to community needs and available resources.

#### ***Before school care***

The service is open from 6:30am to 8:45am, Monday to Friday except school holidays and Public Holidays.

#### ***After school care***

The service is open from 3:00pm to 6:00pm, Monday to Friday except school holidays and Public Holidays.

#### ***Vacation care/Pupil Free Days***

The service is open from 6:30am to 6:00pm, Monday to Friday except public holidays. The service is closed for 2 weeks between Christmas and New Year.

### DUTY OF CARE

Holy Family Catholic School OSHC duty of care for the children begins when the child enters the premises and is signed in by the authorised person. The duty of care ceases when the parent or authorised person signs the child out. Holy Family Catholic School OSHC will not permit a child to sign themselves in or out of the service and may, at any time, decline this type of request from a parent/guardian.

#### **Educator role**

- All children will be signed in and out either electronically by an authorised person/s, with the time delivered and collected record each day. Educators are permitted to sign children in or out of the program if a parent/guardian/authorised person cannot, only in the case of emergency or during an arrangement surrounding an extra-curricular activity held at the school in which the service is located.

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- Educators will refer to the current enrolment management system in relation to who is authorised to collect a child and will request photo ID for those persons that educators have not met before children are permitted to leave the program.
- Educators cannot release a child to a person who is not listed as an authorised person or nominee on the child’s enrolment record. If an unauthorised person arrives to collect a child from a program, educators will immediately contact the child’s parent/guardian.
- At 8:30am the Year 2 to 6 children will be individually signed out by an educator and directed to their classroom. An educator will supervise the doorway to ensure only Years 2-6 children are exiting.
- At 8:45am the Reception and Year 1 children will be signed out by an educator and walked to their classroom. An educator will stand at the door, line children up at the end of the morning and take them to their classrooms.

### Children

- Children will not be released to any person visibly affected by drugs/alcohol.
- Children will not be accepted into the service before the official opening hours.
- If a child is collected late (after the closing hours of the service) on more than one occasion, Holy Family Catholic School OSHC educators/management may speak with the parent/guardian to remind them of the approved operating hours. Bookings may be cancelled/denied if the child is collected late after this discussion.
- Children will work with the educators to outline the process so that all children are clear on their movements to coming to after school care as soon as the school day ends.
- Children, where required, will meet with educators at a meeting point in the school and walk together into afterschool care.
- Children will be unable to sign themselves in or out of the service.
- Should a child not arrive after school care as expected, the non-arrival of children policy will be implemented.

### The Environment

- It will be accessible to children to be able to enter freely and interact with educators.
- The service will ensure that the iPad is accessible to sign children in and out of the service.

### School and Family/Community

- Authorised persons include;
  - Parents/Guardians (except where a parent/guardian is prohibited by court order from having contact with the child),
  - Authorised Nominees named in the enrolment or booking form and;
  - Any person nominated by a parent/guardian or authorised nominee named on the enrolment form or where written consent has been received.
  - Children may also be released into the care of a person because of an emergency or when the child requires medical, hospital or ambulance care (R99, R 161).
- It is the responsibility of parents/guardians to complete their child/ren’s enrolment or booking form to ensure that the appropriately authorised nominees who may collect their child/ren are listed accordingly on the enrolment form.
- It is the responsibility of parents/guardians to ensure that the service is made aware of any court orders or parenting orders in place regarding contact with the child. When these orders exist, the service will not honour the booking unless the full court orders or parenting orders are received before the child’s attendance. Holy Family Catholic School OSHC cannot accept court/parenting orders where portions are removed, omitted or blacked out.

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### REFERRALS TO OSHC

Children referred from school:

- Teachers on yard duty will take any students not collected by 3:20pm to the OSHC service.
- OSHC will use the student information database to access health and emergency contact details for the child/children.
- In the event that children are continually directed to the service (and collected soon after by Parents/Caregivers who refuse to pay fees), School Leadership will be responsible for contacting the parent/guardian to discuss this issue.
- If the child has not been collected by 5:00pm the Director (or Responsible Person) will begin to make contact with the emergency contacts supplied.
- If the child has not been collected by 6:00pm and the service has been unable to make contact with the family the police will be contacted. The principal will also be notified of the situation.
- The parent/guardian will be liable for any fees incurred.

### NON-ARRIVAL OF CHILDREN

#### Educator role

Educators will follow this procedure when a child is booked into the After-School Care and does not arrive at the service.

STEP 1	<p><i>(Between 5-10 mins after the school bell)</i> Contact the school office to enquire whether the child was at school on the day and/or went home sick. If the child was not at school, proceed to step 3.</p>
STEP 2	<p><i>(Within 10 mins after the school bell)</i> An educator is to check with the child's classroom teacher and children on the child's whereabouts. A search of the school grounds is to commence for the child. Likely places children include the playground, bathroom, toilets, classroom or school office.</p>
STEP 3	<p><i>(10-15 mins after the school bell)</i> If the child cannot be located on the school grounds or information has been provided that the child has left with an authorised person, the Responsible Person is to contact the parent and/or guardian to enquire about the child's whereabouts. The school office is to be notified if the child cannot be located.</p>
STEP 4	<p><i>(15-20 minutes after the school bell)</i> If the parents/guardians cannot be contacted via phone and text, the emergency numbers listed on the enrolment form are to be contacted. Check with the school office if there are alternate numbers for the parents/guardians. Continue to contact the parents/guardians until contact is made and the child is located.</p>

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STEP 5	(20-30 mins after the school bell) The Responsible Person is to contact their Principal and list all steps taken. The Principal will review and direct the Responsible Person to contact the police on 000.
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\*All reportable incidents are required to be reported to the Director by the end of the session to ensure appropriate notification timelines are met.

### Children

- Educators will support children in setting guidelines to ensuring that if they are booked into a session with Holy Family Catholic School OSHC, they will make their way over to the service once the bell has gone.
- If they are ever unsure if they need to come to Holy Family Catholic School OSHC, they should always go and speak with the educators to check if they are booked to attend.
- Educators will not send a child away and will contact the parents if the child is unsure and the child is not on the attendance list.
- Children will be informed that should they not arrive at Holy Family Catholic School OSHC, and a team member will look for them to be sure that they are safe.

### The Service

- The service will provide opportunities for children to learn about keeping safe.
- Children will be able to talk and work with educators about safety in their schools.

### The Environment

- Reviewing the risk and hazards at the service that may impact a child from coming to Holy Family Catholic School OSHC. For example, class teachers will walk children in Reception and Year 1 to the OSHC Service for after school care.

### School and Family/Community

- Holy Family Catholic School OSHC will work and communicate with the school to minimise risk with the children finding their way to OSHC.
- Appropriate guidelines are put in place to support children.
- Schools and families will work closely with Educators to ensure that the educators have been informed if children are absent from school.
- Evaluating situations regularly to ensure all potential risks have been identified and removed so that the children can safely arrive at the service offered by Holy Family Catholic School OSHC.

### REFERENCES:

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 2 – Children’s health and safety
- Education and Care Services National Regulations (2011) R 99, 158

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