# **DELIVERY AND COLLECTION POLICY**

## POLICY STATEMENT:

Macgregor Primary Outside School Hours Care will ensure that children arrive and leave in a manner that safeguards their health, safety, and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities, and accounting for the whereabouts of children at all times whilst in Macgregor Primary Outside School Hours Care’s care.

## PROCEDURES:

(a) Delivery of Children:

1. Children should not arrive before opening times, and they should never be left unattended at Macgregor Primary Outside School Hours Care when delivered.

2. The attendance register must record the child’s time of arrival, and the person delivering the child must sign to confirm the delivery.

3. If a child requires medication to be administered while at Macgregor Primary Outside School Hours Care, the person delivering the child must provide written documentation as per Macgregor Primary Outside School Hours Care’s Administration of Medication procedures.

(b) Collection of Children:

1. Children must be collected by the closing time of Macgregor Primary Outside School Hours Care.

2. Any person who is collecting a child from Macgregor Primary Outside School Hours Care must be listed as an authorised nominee on the child’s enrolment form, including their contact details. The collection list must be kept current and updated regularly based on information provided in writing by parents.

3. The authorised nominee who is collecting a child must sign the attendance register, record the time of collection, and provide their signature.

4. Written authorisation, including timeframes, must be given if children have permission to leave Macgregor Primary Outside School Hours Care themselves. In this case, the Responsible Person would sign the child out of Macgregor Primary Outside School Hours Care. Once the child leaves, they become the responsibility of the parent.

5. Educators will be aware of each child’s departure from the Service to ensure that children are only collected by an authorised nominee listed on their collection list.

6. Educators should be notified as soon as possible if the authorised nominee will be later than expected, and the child will be informed to avoid unnecessary anxiety.

7. If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is allowed to leave the Service. The Responsible Person will also request identification from the person collecting the child.

8. In the case of an emergency where a child’s authorised nominees cannot collect the child, and someone not on the collection list will be collecting the child, the Service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be obtained if possible; however, verbal consent and an identification check will be sufficient in the case of an emergency.

(c) Absent and Missing Children:

1. Families are required to notify the service if children will be absent from the Service as early as possible and at least 15 minutes prior to handovers. Educators will record the absences on the attendance roll, and other Educators will be informed.

2. Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook. All absences must be advised and contact numbers for key accessible contacts should be updated regularly to ensure the safety of children and minimise unnecessary police involvement.

3. Kindergarten to year four children will be collected and delivered by Educators from and to their respective school assembly points. A designated area will be assigned for this handover to occur.

4. If a child is not waiting in the designated area when expected or, in the case of years 5 and 6 children, does not arrive at the service:

a. Educators will ask the teacher to verify any absences and follow up on the location of the child.

b. If the teacher is unable to locate the child during this handover process, Educators will inform the nominated supervisor that the child is missing.

c. Educators will ask other children if they have any knowledge of where the missing child might be located.

d. The supervisor will approach the school office and request information regarding the child’s attendance at school.

e. Educators will help search within the school boundaries for the missing child.

5. Once notified, the nominated supervisor will either designate a staff member or proceed to attempt to contact authorised nominees to locate the child.

6. If the authorised nominees cannot be contacted or verify the whereabouts of the child, the Police will be contacted.

7. It is expected that the child’s whereabouts would become evident between 3:30 pm and 3:45 pm, depending on the circumstances. If the child's whereabouts are still unconfirmed by this time, the Police will be contacted without delay but no later than 3:45 pm, and the missing child will become a police matter. The service will support the Police as appropriate.

(d) Inappropriate Collection Person:

1. If a delivery or collection person is suspected of being intoxicated or behaving inappropriately to deliver or collect a child, the following steps should be taken:

a. Any employee who observes such behaviour should immediately report it to their supervisor or manager.

b. The supervisor or manager should discreetly assess the situation and gather information.

c. If the suspicion is strong and immediate action is required to ensure child safety, the supervisor or manager should prevent the person from collecting the child and take steps to ensure the child's well-being.

d. The supervisor or manager should contact an authorised nominee to inform them of the situation and discuss alternative arrangements for the child's collection.

e. If necessary, the supervisor or manager should contact local police and a Mandatory Report completed.

f. The incident will be documented, including the details of the observation, actions taken, and any follow-up measures.

In all cases, the well-being and safety of the child is the primary concern. Educators and staff should exercise caution and professionalism when dealing with situations involving suspicion of intoxication or inappropriate behaviour.

## CONSIDERATIONS:

- National Regulation 73: Persons responsible must not be intoxicated or behave inappropriately.

- National Regulation 76: Attendance records must be kept for each child.

- National Regulation 77: Authorizations for collection must be followed.

- National Regulation 79: Individuals authorized for collection must be listed.

- National Regulation 176: Service must maintain up-to-date contact details for each child.

## CITATIONS:

* Education and Care Services National Law (ECSNL)
* Education and Care Services National Regulations (ECSNR)

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