Safe Collection, Arrival and Departure of Children – POLICY

Rationale:

To ensure safe and correct procedures for the collection of children from supervised school environments are adhered to.
To ensure safe and correct procedures for the arrival of children into our OOSH Centre are adhered to.
By adhering to these systems ensuring the safe supervision and transition of all children in the care of our BSC, ASC and VACC programs.

Child Safe Supervision Imperatives:

The provision of a safe collection and arrival system for children requires:

- Constant application of consistent quality supervision at points of pick up, onto the transport, off the transport and into the centre. Utilising both electronic and hard copy sign in tools.
- The environment and play spaces should always be set up to allow educators to maintain observation over the children in their care. Making sure that children are visible moving from one play space to the other. This may require reducing open areas until all educators are on site and children accounted for to increase educator to child ratio for supervision and decreasing opportunity for children to wonder during transitions.
- Collection procedures, transport risk management plans and Arrival transition plans are to be reviewed at the beginning of each school term. To ensure plans are uppermost in the minds of educators and that any changes to enrollment or child needs are accommodated in the plans.

Definitions:

Written Authority:
Authorisation from enrolling parent on enrolment form or letter from enrolling parent authorising someone other than those detailed on enrolment form.

Special Circumstances:
A situation where neither parent nor guardian can collect their child from the Centre.

Emergency Situations:
The parent / guardian is unable to get to the Centre by closing time.

Late Collection of Children:
Where a parent or guardian does not arrive before closing time of the Centre to collect their child.

FACS:
Department of Family and Community Services.

How do children arrive at the Centre:

Children will be signed IN & OUT of the Centre, every day of attendance.
Children enter the service and are signed in, in one of the following ways:

- Educators x 2 minimum collect children from St Agnes Primary on foot and sign them in via Xplore online system and hard copy roll sheet then walk children to the centre with final head count at the gate.
- Educators x 2 minimum collect children from schools in the district via bus and sign them in via Xplore online system and hard copy roll sheet, then transport the children to the centre with final head count as they enter the gate.
- Parents and carers bring their children to the centre, check in with the responsible person in charge and sign their child in via the online Xplore system.

The online sign in systems ensures that the responsible person in charge can see in an instant on the app exactly how many children and who are signed into the centre for the session.

How do the children leave the Centre:

No child will be allowed to leave the Centre with any person other than the parents / guardians identified on their Xplor profile, or a person identified on their Xplor profile as an 'Authorized for Collection' contact. The enrolling parent can manage their emergency contacts via their Xplor App. This is in the best interests of everyone concerned, but especially the children. Any person coming to collect who is not known to the Educator in Charge will be asked to provide photo identification which will be checked against the Xplore details prior to being able to sign a child out of care.

(As per Regulation 99.5 "*In this regulation parent does not include a parent who is prohibited by a court order from having contact with the child".)*

If parents / guardians WISH ANOTHER PERSON TO COLLECT THEIR CHILD IN SPECIAL CIRCUMSTANCES, they must have authorised this person on their child's Xplor profile and / or have provided the Centre with written instructions of the same.

The Enrolling Parent has control over the Xplor App and is responsible for ensuring they are able to sign in and out of care. The Enrolling Parent can set up a new authorised nominees via their Xplor App. However, to remove an authorised nominee they must contact the office in writing to have the alterations made.

Parents and carers will be informed and regularly reminded to ensure educators know on the day prior to the time of collection, that they are collecting their child and care is not needed. This reduces the likely hood that a child is considered missing if not present for pick up. Additionally, parents and carers will be informed and reminded that they must let an educator know they are collecting their child from the centre as well as signing them out via Xplore. This reduces the risk of a child being considered missing.

All children are to be collected by their carers from the centre by closing time:

6.00pm - Vacation Care,
6.30pm - OOSH.

Emergency Situations

If parents / guardians ring to advise that someone else has to collect their child, these instructions must be recorded as per the procedures of the Acceptance and Refusal of Authorisations Policy.

If a parent / guardian advise staff that a child is to be sent in a taxi in an emergency situation, the parent / guardian must ring, or if possible, email the Centre to confirm details i.e.: time taxi is to collect child, how fare is to be paid and who is authorised to sign child out. All details will be recorded by the Team Leader, for parent to authorise next time they are in the Centre. If notice is received by email – the information is to be uploaded to the child's Xplor profile. The Centre will not be responsible for children when the parent / guardian authorises staff to sign the child out and place the child in the taxi.

Influence of Drugs or Alcohol

If a parent / guardian comes to collect their child / children from the centre and educators think they may be under the influence of drugs or alcohol, the Team Leader/Certified Supervisor or Coordinator will address the parent to see if alternate transport arrangements can be made. In the event of the parent / guardian insisting that they take the child / children appropriate procedures will be followed. (See procedures 5,6,7 & 8)

Late Collection of Children

Should children be present after 6.30pm (OOSH) 6.00pm (V/CARE) closing time, a late fee of $10.00 per 5 minutes will apply. If no notification has been received, and all contact numbers have been exhausted, the child will be referred to the FAC's Helpline, half an hour after closing time. It then becomes a legal issue.

Related Regulations and References:

National Education and Care Regulations	
84	Awareness of Child Protection Law
Division 6 Regulation 99 - 102	Collection of Children from premises and excursions
168	Education and Care service must have policies and procedures

2:a:iv	delivery of children to, and collection of children from, education and care service premises, including procedures complying with Regulation 99
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

National Quality Standard (NQS)		
Quality Area 2: Children's Health and Safety		
2.1.1	**Wellbeing and Comfort**	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
2.2	**Safety**	Each child is protected.
2.2.1	**Supervision**	At all times, reasonable precautions and adequate supervision ensures children are protected from harm and hazard.
2.2.2	**Incident and Emergency Management**	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities practiced and implemented.
2.2.3	**Child Protection**	Management, educators, and staff are aware of their roles and responsibilities to identify and respond to each child at risk of abuse or neglect.
Quality Area 4: Staffing Arrangements		
4.2	**Professionalism**	Management, educators, and staff are collaborative, respectful, and ethical
4.2.2	**Professional Standards**	Professional standards guide practice, interactions, and relationships
Quality Area 6: Collaborative Partnerships with Families and Communities		
6.2	**Collaborative Partnerships**	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
Quality Area 7: Governance and Leadership		
7.1	**Governance**	Governance supports the operation of a quality service
7.1.2	**Management Systems**	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Related Centre Policies & Procedures

- Parent Handbook
- Enrolment and Orientation Procedures Policy
- Acceptance and Refusal of Authorisations Policy
- Incident, injury, Trauma & Illness Policy

References

- Network of Community Activities
- Department of Family and Community Services (FACS) Website, Publications and Helpline
- ACECQA NQAITS

Safe Collection, Arrival and Departure of Children - PROCEDURES

Before & After School and Vacation Care

The following staff procedures need to be adhered to, to ensure that proper Collection Processes are followed.

1. *Educators/ Volunteers will ensure that they know their collection Risk management plans and how to use the Xplor system for management of all child enrolment information.*

2. *Educators and Volunteers to ensure they have reviewed Xplore notices prior to leaving on their collection run so they know exactly how many children and which children they are to collect.*

3. *Educators and volunteers assigned to a collection run are responsible for ensuring all children allocated to their run are signed in, counted into the centre grounds, and remain under their supervision until all collection runs have returned and all educators are on site.*

2. *If someone unknown to educators comes to collect a child, educators will immediately contact parents / guardians to obtain instruction on the situation.*

3. *If a parent / guardian phones to advise that someone other than themselves is to collect their child or a child is to be sent in a taxi, the instructions are to be recorded as per the procedures outlined in the Acceptance and Refusal of Authorisations Policy.*

4. *If someone unknown to Centre educators arrives to collect children, educators are to sight photo identification i.e. Drivers Licence.*

5. *If a parent / guardian arrives at the Centre to collect their child / children and educators think that they may be under the influence of drugs or alcohol they are to notify the Team Leader / Coordinator immediately.*

6. *The Team Leader / Coordinator will speak with parent / guardian to see if alternative transport arrangements can be made if they feel the child's / children's safety is a risk.*

7. *If the parent / guardian insists on taking the child / children from the Centre the Team Leader / Coordinator will take the number plate of the car. The police will be contacted, and information given to them about the incident.*

8. *The Team Leader / Coordinator will then complete appropriate paperwork and make a report on ACECQA NQAITS*

If a child has not been collected by 6.30pm OOSH, 6.00pm Vacation Care - Closing time of the Centre, the following procedure shall be followed.

1. *Team Leader to make a note on the Day Sheet and inform the Coordinator so that appropriate late fee is added to the families Account.*

2. *Two educators will remain at the centre with the child until the child is collected. Be aware that this is a very distressing situation for a child to be in so always be sensitive to their needs.*

3. *Contact all contact numbers for parents / guardians on Child's Xplor profile, If no response contact all of the Emergency contact numbers.*

4. *If half an hour has elapsed since closing time and no contact has been made with parents / guardians or the Emergency contact people, you ring the:-*

   *The DJC Helpline – **132 111***

   *They will then contact a local DJC worker who will come and take the child into their care. It becomes a legal issue when this happens. It is extremely upsetting for the child - **make sure all contacts have been tried repeatedly.***

5. *Contact the Centre Coordinator and Nominated Supervisor. Move the child / children and educators upstairs and secure the building including the downstairs area. An educator is to have a phone on their person at all times.*

6. *As required provide food for the child / children and educators from the resources available at the Centre. Do not source food from outside of the Centre.*

7. *If the Department is called an Incident, Injury, Trauma & Illness Observation & Documentation Report will need to be completed before staff go home. Refer to the Incident, Injury, Trauma & Illness policy.*

These daily procedures are kept in the transportation folders of their respective programs. They contain all relevant information pertaining to the program's arrival and departure.

Daily Procedure for BSC Arrival and Departure

1. Each child arriving at the Centre must be electronically signed into care using the Xplor QR code by the Parent or Guardian. The sign in device is set up in the Parent Area in view of Educators working in BSC. Should a Parent be unable to access the QR code on their mobile phone the child may be signed into care by an Educator with a note being made on the Xplor profile. Parents/caregivers are to ensure their children are settled into the OOSH environment upstairs where educators are actively supervising before leaving the premise.

2. If a child is present but not signed in, the educator should sign on behalf of the child if the child is booked into the service for that day. The Service accepts responsibility for the child once they have been signed into care and are settled into the supervised environment.
3. Educators can see the exact number of children booked into care at any time by using the Xplor Playgroup App. The total number of children is noted according to their school. Children can be roll-called by their school or by using the Head Count feature.
4. Before preparing the children to leave BSC the RPIC will complete the Regular Transportation documentation & St Agnes Handover Sheet.
5. The RPIC will transition the Educators and children to prepare to leave the Centre. All children come together sitting for the RPIC to facilitate the roll call.
6. Once an accurate Roll Call has been completed the children move with the Educators to collect their belongings (Bags) and line up at the front gate.
7. A Risk Assessment has been completed with detail information regarding Departure from the Service. - See Attachment 1
8. The RPIC will ensure any child who did not attend BSC for the morning is marked as absent on the Xplor App and that all documentation is checked, collated, and completed.

Procedure for ASC Arrival & Departure

1. All planning and tallies are to be completed by Team Leader or RPIC prior to the shift commencement.
   Daily Documentation includes:
   - 2.30 pm Meeting See - Attachment 2
   - Xplor Attendance Sheets for St Agnes, Port Bus & OOSH Bus – See Attachment 3
   - Transportation Documentation for Port Bus & OOSH Bus – See Attachment 4
2. The Team Leader or RPIC will facilitate a daily meeting at 2.30pm to ensure everyone working the shifts is fully informed of the day's expectation, tasks, and important updated information.
3. 2.45pm commences the OOSH Bus Run and the Port Bus Run. The St Agnes School Pickup up commences at 3:00pm
4. A Risk Assessment has been completed with detail information regarding collection of children from the Service.
   - Port Bus Bus Run - See Attachment 5
   - OOSH Bus Run – See Attachment 6
   - St Agnes Pickup – See Attachment 7

5. If an extra enrolled child is present at a collection, but not booked into care, where call back to the Centre for clarification. If a call back is outside the time constrains of the collection, mark the child into care on the Xplor app and on the Transportation Documentation, noting the change in additional information, continue on with the collection and call the Centre to advise you have an extra child in attendance. Follow this up with the Team Leader when back at the Centre.

6. Educators can see the exact number of children booked into care at any time by using the Xplor Playgroup App. The total number of children is noted according to their school. Children can be roll-called by their school or by using the Head Count feature.

7. As each bus run and pickup returns to the Centre they report to the Team Leader or RPIC to confirm their numbers and check on any absent children.

8. Set up on site should be contained in an area where all children can be supervised easily as they arrive. Only after all children have arrived and full compliment of educators rostered for the day are on site can the play areas be opened up to full child access. This will allow for an educator to set out of the supervisory role should their be an emergency at time of transition that needs immediate attention.

9. Children can only be released to:
   - Parent / Guardian
   - Authorised Nominee on the child's Xplor profile.
   - Person with written authorisation from a parent or authorised guardian.
   - written authorisation is needed for a child to leave the premises, except for medical care via medical transportation.

10. The Primary Parent has control over the Xplor App and is responsible for ensuring they are able to sign in and out of care. Parents can set up a new authorised nominees via their Xplor App. However, to remove an authorised nominee they must contact the office in writing to have the alterations made.

11. Educators will follow the Collection of Children Policy and Procedures in relation to children leaving the Service.

12. At the end of the session the Team Leader or RPIC will check through the Master Roll on Xplor that all children have been signed out of care. This can be confirmed by the Xplor App. head count being zero. The Team Leader or RPIC and the Rostered Close Educator will visually check each area as they closed down and lock up the Centre to ensure no child has remained on the premises.