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# WOODSIDE PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

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## **Delivery & Collection of Children Policy**

### **Policy Statement**

The Woodside Primary School's OSHC Service holds the safety of the children accessing the service as paramount. The arrival and departure of all children is carefully monitored by staff. The departure of children from Before School Care and collection of children from school to attend After School Care is constantly under review making sure that all children make these transitions in a safe way. The Service ensures that the attendance of all children enrolled is accurately recorded in accordance with regulatory and government guidelines.

Families are required to personally deliver and collect their children, or arrange with the Service for an authorised person to do so. The OSHC procedures for delivery and collection must be followed in every instance, to ensure the safety and wellbeing of children at all times. The OSHC will ensure the protection of children not collected by closing time. Families are expected to abide by operating hours, except in an emergency.

### **For Before School Care (BSC)**

On arrival at OSHC families / children must report directly to the Educator and Educators will welcome families and children on arrival and seek to engage them in the day's planned activities or offer them breakfast before 8:00am. Any medication must be given directly to the Educator who will check the family has completed an Authority to Administer Medication Record and then store the medication in the appropriate place.

When children are new to Woodside Primary School parents may request that educators walk their child to their classroom for the first few times of attendance. Children will be dismissed from OSHC at 8.30 a.m. where they will walk to the school and be under the supervision of the school staff member on yard duty

### **Attendance record**

Accurate attendance records will be kept and checked each day. The enrolling parent / guardian or authorised person who brings the child to OSHC or collects the child from the must sign the electronic sign in which records the child's times of arrival and departure.

When children first begin school, families may arrange for educators to take the children to their classrooms. This option must be fully explained to families when children are enrolled, at which time options for individual children will be discussed and a strategy agreed to.

Classroom teachers must also be informed of the agreed procedure and it is their responsibility to inform relief teachers when relevant.

It should also be discussed with families that the agreed practice can be modified only after there has been consultation with the families.

If the child/ren is to be released unaccompanied to attend sporting or recreational activities it is the parent/caregivers responsibility to arrange transport for their child if required and to

inform the Service of this occurrence. It is the Parent/Caregivers responsibility to contact us if the activity has been cancelled and the child is no longer to leave OSHC

### **For After School Care (ASC)**

All children coming to after school care (ASC) will be signed in by an OSHC educator. All children will be collected and signed out by a parent or approved person. Children from other schools will arrive by school bus, times of arrival etc will be notified by parent on enrolment to our OSHC Service.

Children may not go home unaccompanied unless there is signed written permission from a parent/guardian that identifies and qualifies such expectations.

The Approved Provider/educators will reserve the right to negotiate such requests where there is concern about children's safety.

### **A booked in child does not arrive after school:**

If a child booked in for the care session has not arrived by the designated time after school has finished the educator will implement the service's procedure to locate the child.

The service must determine the appropriate steps, which may include the following:

- Check the immediate area to locate the child.
- Check the attendance from the school to check that the child was at school.
- Speak with the child's peers or siblings, who may have relevant information.
- Call the parent or emergency contact numbers to establish whether the child is expected at OSHC or whether other arrangements have been made.
- Advise the family that police will be called and ask that a parent or a representative attend the school as soon as possible.

If the child cannot be found, the designated staff member will ensure that the child's family and the police are informed. When the police are notified (Police Call Service 131 444), the following information needs to be ready:

- name and address of the child and contact numbers
- description of the child
- time last seen
- any medical conditions.

When the child has been located, the information is to be shared immediately with those who may be assisting to locate the child.

### **Authorisation for collecting children**

The names and contact numbers of all persons authorised to collect children from the Service must be included on the Enrolment Form. Any changes to these authorities must be advised to the Service by the enrolling parent/guardian as soon as possible.

If the enrolling parent/guardian arranges for an authorised person to collect their child from the Service they must contact the Service to advise of this arrangement and confirm who will collect the child. If the Service has not been notified and someone other than the enrolling parent/guardian arrives to collect the child the Responsible Person/educator will contact the enrolling parent/guardian to obtain their verbal authorisation. The child will not be released until the enrolling parent / guardian authorisation has been obtained. If the authorised person is not known to the Service, the enrolling parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

## **Late collection**

The Service hours of opening are clearly displayed at the entry to the Service. Parents/guardians who are unavoidably detained and are unable to collect their child at the negotiated collection time must telephone the Service to advise of their lateness and expected time of arrival. If a parent /guardian is unable to collect their child prior to closing time they should arrange for another authorised adult to collect the child and advise the Service of this arrangement.

Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees. If the parent/guardian has not contacted the service and the child has not been collected after close of business (6.30 p.m.) the first 5 minutes will incur a \$25.00 fee. Thereafter a late collection fee of \$2.00 per minute per child will be imposed when parents arrive later than 6.35 p.m. These charges may be waived in exceptional circumstances at the discretion of the Director. The Service will attempt to telephone the parent/guardian or if this is not possible telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection. If no-one can be contacted and the child has not been collected 30 minutes after the Services normal closing time the Responsible Person/educators will follow the Procedure for Late Collection.

When a parent is continually late arriving at the service to collect their child/ren, the Director will suggest other Outside School Hours Care options with the parent. If this action continues the child/ren may no longer be able to access the Service.

## **Procedure for late collection**

If a child has not been collected after one hour after closing time, and the parents/guardians of the child, nor other emergency contact person has been able to be contacted, the Responsible Person/educator present will contact the relevant child protection agency and/or regulatory authority/police to advise them of the situation and consult on what action to take.

In the interests of protecting educators from allegations of abuse, where possible two adults will remain at the Service with the child. If it is decided that only one educator can stay with the late child, it is important to ensure someone else is on hand, or close by, to provide assistance if necessary.

If the educators present are unable to remain at the Service to care for the child, the Responsible Person will follow the centre's agreed action plan for staffing late collection that will ensure the wellbeing of the child.

## **Late Collection Action Plan**

If there has been no contact with either parents /guardian or emergency contact by 7.30 pm staff will contact the child protection agency/regulatory authority/police and the approved provider/management committee that the child has not been collected.

The Service may decide to contact the police to find out if the parent has been involved in an accident, or to ask the police to take action to try to locate the parent/guardian. Educators will care for the child's needs (i.e. provide a snack or evening meal) and reassure the child if he/she is anxious and provide the child with some fun games or activities. If for any reason the Educator has to leave the service with the child staff will leave a bold notice on the front door stating the location of the child and a contact phone number.

Educators will advise the child protection agency/regulatory authority/police (if contacted), and the approved provider/management committee that the child has been collected. The Service will ask families to update their own, and their emergency contact numbers as they change.

Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours or friends if the family does not have relatives or friends on hand to assist.

The policy will be reviewed regularly with educators, and agreement reached as to how the staffing of late collections will be managed. Management understands that an educator's personal situation may limit their ability to remain at the Service after hours, and will not impose pressure on educators to unwillingly take on these extra duties. Any extra time worked by employees will be paid.

### **Process of families is continually late collecting children**

**First time late:** The nominated supervisor/educator will speak with the parent to alert them to the grievance process, and to discuss any difficulties the parent is experiencing in collecting their child by closing time.

**Second time late:** they will be verbally informed, a letter will be sent to the parent advising them about the policy and that a late fee charged. Copy of fee policy given again.

**Third time late:** Verbally informed, second letter given, late fee charged and situation referred to Management Committee – re cancelling families enrolment

A person who has been late previously, will again be given the first time late warning if one year or more has passed since their last late collection.

Staff are to remain polite and courteous towards both parent and child in the event of a late collection. The Responsible Person / Educator rostered on at the time will inform the parent that they are late and what the consequences are. A record of late collection is available to staff to check whether a warning or fine is to be given.

For more information on Nominated Supervisors, Directors and Responsible persons please see:

<https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf>

<https://fireflyhr.com.au/do-you-know-the-difference-between-a-nominated-supervisor-responsible-person/>

<https://www.education.sa.gov.au/working-us/out-school-hours-care-oshc/roles-and-responsibilities/oshc-directors-role-and-responsibilities>