

Service Attendance: Dropping off and Picking up

POLICY STATEMENT

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well being of the children in our care. Parents are required to follow specific communication procedures to ensure we can provide appropriate care of their children.

CONSIDERATIONS

National Law: Sections 165 (supervision of children), 167 (protection from harm & hazards) & 189 (emergency removal of children)

National Regulations: Regulations 99 (children leaving service premises), 158-159 (attendance records), 175-176 (notifying the Regulatory Authority.

NQF Standard 2.3 (each child is protected)

Custodial requirements.

PROCEDURE

DROPPING OFF: BSC

Children are not to be left at the centre at any time prior to the opening hours of the centre.

On arrival parents/ guardians must sign in the child on the sign-in sheet next to the child's name, including the time of arrival.

Any points of information are to be recorded in the daybook, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing.

Children are to place their belongings in the appropriate place.

The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special needs are communicated.

Should a child require medication of any kind, parents must fill in and sign the medication form. (See Medication Policy and Guidelines for Administering Medication)

ARRIVAL AT THE CENTRE AFTER SCHOOL

Children will walk down to the centre at the end of the school day, where they will place their belongings in the appropriate place. Children in Kindergarten will be brought down by their teachers for the first few weeks of school, or until the teacher thinks it is appropriate for them to walk down to the Centre as a group without the teacher present.

A certified supervisor or the nominated supervisor will mark off children in attendance as they arrive at the Centre.

Once children have their names marked off by the person taking the roll, they will proceed to get afternoon tea in the relevant place.

If a child does not arrive at the Centre and none of the staff have been notified by their parent of their absence that day, the Co-ordinator will make contact with the child's parent(s) to check the child's absence. The Co-ordinator will also make contact with the school to confirm the child's absence from school that day.

PICKING UP OF CHILDREN

Children must be collected by the closing time of the centre.

A child may only leave the centre under the following circumstances:

- a parent/ guardian or authorised nominee (who is minimum high school age and authorised by the parent/ guardian on the enrolment form) named in the enrolment record to collect the child
- a parent/ guardian or authorised nominee provides written permission for the child to leave the premises
- a parent/ guardian or authorised nominee (who is over the age of 16 years) provides written authorisation for the child to attend an excursion
- the child requires medical, hospital or ambulance care, or there is another emergency
- parents prohibited by a court order from having contact with the child are not included in the above circumstances

The authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating time of departure.

Children who have permission to leave the centre by themselves will be signed out by the responsible person in charge (nominated or certified supervisor) at the agreed time.

The authorised person and children are to ensure that all belongings are collected and taken home with them.

The authorised person must ensure that a staff member is aware that they are taking the child from the centre.

Staff are to be notified if the persons collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing by email, and the person picking up the child asked to bring identification.

The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be made in writing to the centre as soon as possible.

The authorised person is required to give proof of identification to staff if they have not seen them previously.

The centre will not release a child to anyone who is not authorised to pick them up without prior written consent and in line with centre policy.

If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity eg license.

If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

The centre may refuse or restrict persons that can be nominated to collect a child, for example, if management believes the person collecting the child is not of a suitable age.

If a situation arises in which a non-authorised person or parent prohibited from contact with a child by court order tries to remove a child from the centre without permission, they will be asked to leave immediately. Should they not leave, the police will be called. If a situation of this nature arises, the Regulatory Authority will be notified, as per national regulations.

A child may be removed from the centre where the Regulatory Authority considers on reasonable grounds that there is an immediate danger to the safety, health or wellbeing of a child or children. If this occurs, the Regulatory Authority will ensure that the parents of any children impacted are immediately notified of the situation and their child's location.

DATE ENDORSED _____

DATE FOR REVIEW AND EVALUATION _____