

A-8 Dropping Off and Picking Up

NQS

QA. 2..2.1	Supervision.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.3	Families are supported
QA. 7.1.2	Management systems
QA. 7.1.3	Roles and responsibilities.

National Law & Regulations

Reg. 99	Children leaving education and care centre premises
Reg. 100	Risk assessment must be conducted before excursion
Reg. 101	Conduct of risk assessment for excursion
Reg. 102	Authorisation for excursions
Reg.102AAB	Safe arrival of children policies and procedures
Reg. 102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
Reg. 102C	Conduct of risk assessment for transporting children by the education and care service
Reg. 102D	Authorisation for service to transport children
Reg. 122	Educators must be working directly with children to be included in ratios
Reg. 123	Educator to child ratios
Reg. 146	Nominated supervisor
Reg. 157	Access for parents
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
s. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazards
s. 175	Offence relating to requirement to keep enrolment and other documents

Policy Statement

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and wellbeing of the children in our care, including safeguarding children during the transition between OSHC and School. Parents are required to follow specific communication

procedures to ensure we can provide appropriate care for their children.

Related Policies

- Sylvania Heights BASC Policy A-1: Hours of Operation
- Sylvania Heights BASC Policy A-5: New Children Orientation
- Sylvania Heights BASC Policy A-6: Fees
- Sylvania Heights BASC Policy A-10: Acceptance and Refusal of Authorisations
- Sylvania Heights BASC Policy A-11: Maintenance of Records
- Sylvania Heights BASC Policy A-15: Role of the Management Committee
- Sylvania Heights BASC Policy C-3: Orientation and induction
- Sylvania Heights BASC Policy C-12: Communication
- Sylvania Heights BASC Policy C-14: Reportable Conduct
- Sylvania Heights BASC Policy D-9: Emergency Procedures
- Sylvania Heights BASC Policy D-11: Management of Incident, injury and trauma
- Sylvania Heights BASC Policy D-20: Medication
- Sylvania Heights BASC Policy D-22: Child Protection/Mandatory reporting
- Sylvania Heights BASC Policy D-30: Supervision.

Procedure

Sylvania Heights BASC ensure appropriate measures are in place to protect children from harm or hazard including during the time children are travelling to or from the Centre.

The Nominated Supervisor is responsible for ensuring Educators have the necessary training during induction and when any changes are made to the procedure to support the safe arrival of children to and from the Centre.

The Nominated Supervisor will consult with the school to develop a risk assessment outlining who has duty of care and the risk involved when children are moving between OSHC and School. A risk assessment will be undertaken at a minimum of once a year and in response to the management of any incident, injury or trauma (see policy D-11 Management of Incident, injury and trauma) that may affect the safe arrival of children.

The risk assessment must consider the matters set out below:

- a) The age, development stage and individual needs of the child;
- b) The role and responsibilities of the following persons (if applicable)-
 - i. In the case of a child who leaves the service premises to travel to an education and care premises of another education and care service, the nominated supervisor of each service;
 - ii. The child's parent;
 - iii. An authorised nominee named in the child's enrolment record;
 - iv. A person authorised by-

- A. The Child's parent; or
 - B. An authorised nominee named in the child's enrolment record;
- c) The role and responsibilities of the service the care of which the child is entering or leaving;
 - d) The communication arrangements between the service the child is leaving and the service the child is entering including any communication arrangements if the child is missing or cannot be accounted for during the child's travel;
 - e) The procedure to be followed by the service if the service has identified that the child is missing or cannot be accounted for during the child's travel;
 - f) Given the risks posed by the child's travel, the number of educators or other responsible adults that are appropriate to provide supervision;
 - g) The proposed route and destination, including any proximity to harm and hazards;
 - h) The process for entering and exiting-
 - i. The service premises; and
 - ii. The pick-up location or destination (as required)
 - iii. The procedure to be followed by the service to ensure the child leaves the service premises in accordance with regulation 99(4)(b)

Any changes to the procedure will be communicated to Educators, the School, families, and children.

Dropping Off

Children are not to be left at the Centre at any time prior to the opening hours of the Centre, as stated in the A-1: Hours of Operation Policy.

On arrival, the parent / guardian / authorised nominee bringing the child is responsible for electronically signing the child in, which records the time of arrival. In the event that a parent/guardian has failed to sign their child in on drop off, the Nominated Supervisor or other responsible person may sign a child in, as per regulation 158.

On drop off, children are to place their belongings on hooks on the veranda. Educators will ensure bags are properly placed to ensure the safety of all persons entering the premises.

The parent / guardian / authorised nominee dropping the child off must ensure that an educator is aware of the child's presence before leaving the Centre and that any special needs are communicated. Any points of information provided to educators are to be recorded in the communication book, for example, any particular requirements for the day, any changes as to whom will collect the child, any necessary administration of medication, or a child's attendance to an extra-curricular activity. All relevant authorisations must be provided (see A-10 Acceptance and Refusal of Authorisations Policy).

A notification of change to the child's attendance will need to be completed online via the webserver. If a change to attendance is past the online cut-off times, this change can be informed to the responsible educator by phone or email. The educator will manually make these changes on the online sign on sheet.

Kindergarten and Year 1 children are walked to their classroom every morning. A teacher must be sighted prior to leaving the children.

Children will be released to the school grounds once a teacher is present for playground duties. As a child is released to school grounds (Years 2,3,4,5 and 6) or to their classrooms (Kindergarten and Year 1) during the morning session, the Nominated Supervisor or Responsible Person on duty will electronically sign the child out, indicating time of departure.

Picking Up

Educators meet Year 1 and Kindergarten. Children make their way to the educator at the meeting point on the top asphalt area outside the kindergarten classrooms. Educators will then conduct a roll call and headcount to ensure all children are present. Year 2, 3, 4, 5 and 6 children will make their own way to the Centre where educators conduct a roll call and headcount to ensure all children are present.

The parent / guardian / authorised nominee who is collecting the child from the Centre must sign the child out, indicating the time of departure.

In the event that a parent/guardian has a pre-discussed arrangement, the Nominated Supervisor or other responsible educator may sign-out a child (this is only on the occasion that a child has an Out-of Centre, On-School-Premises activity). The parent/guardian must provide written consent prior, outlining the details of the arrangement as well as acknowledgment that the Centre forgoes responsibility of the child as soon as they are signed out.

If the understanding is that the child will attend their activity then return to BASC, the Nominated Supervisor or Responsible Person will sign-out the child, before signing the child back in once they return using the "interim in and out" options on the electronic roll. Centre educators will take each child to their activity and return them to the Centre at the end of the activity. The Centre does not take responsibility for the child until they have returned to the Centre. The Nominated Supervisor reserves the right to refuse an authorisation should it be in the best interest of the child or other children (see A-10 Acceptance and Refusal of Authorisations Policy).

The parent / guardian / authorised nominee and children are to ensure that all belongings are collected.

The names and contact numbers of all the people authorised to collect the child must be included in the enrolment form. Any changes to authorised nominees or their information must be advised via the centre webserver as soon as possible. The Centre will not release a child into the care of anyone not authorised, without prior consent.

If the child is to be collected by anyone other than the parent/guardian or authorised nominee on the Enrolment, the Centre must be personally informed by the parent/guardian or authorised nominee in writing or by email.

In the case of an **EMERGENCY**, a parent/guardian may phone the Centre to let them know, indicating who will collect the child and a description of the person. Parents/guardians must ensure the person provides the Centre with proof of identity e.g., license or photo identification.

If the Centre has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Centre will ring the parent/guardian to get his/her

authorisation. The child will not be released from the Centre until proper authorisation has been received.

To ensure the safety of all children, the person picking up the child will be required to produce photo identification and must be 18 years or over. This includes authorised nominees and parents / guardians if they are unfamiliar to the centre educators.

The names and contact numbers of all the people authorised to collect the child must be included on enrolment. Any changes to these must be advised via the Authorised Nominee section of the centre webserver as soon as possible.

In the case of a non-custodial parent/guardian attempting to collect a child from the Centre without written consent, educators will attempt to make immediate contact with the parent/guardian who holds primary custodial rights. For child safety, the centre will go into lockdown while the Responsible Person on Duty strongly discourages the person from trying to take the child. If they threaten any violence or harm to the educators, child or themselves, the Responsible Person on Duty must be aware of their Duty of Care to all children and educators on the premises and will call the police immediately (see Emergency Procedures Policy – Harassment and Threats of Violence).

Late pick-up of children

Educators must be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.

Children must be collected by the closing time of the Centre, as dictated in the Hours of Operation Policy. Any child collected after closing time may incur a Late Pickup Fee as set by Management.

If a child is not collected by closing time and no contact can be made with parents/guardians or emergency contacts, then educators will contact the Management Committee and inform them of the situation. The Centre reserves the right to contact the police and Community Services if by 6.30pm the child has still not been collected and there remains no contact from the parent/guardian. A notice will be left on the BASC room door to inform the parent/guardian as to where the child has been taken. Contact details (i.e.) phone numbers will also be written on this notice.

If a parent/guardian continues to collect their child after closing time, the Centre Director will need to discuss other options with them, and suitable arrangements made. Late pick-ups may jeopardise the child's place in the Centre and the enrolment may be cancelled, after a written warning is given, if the Late Pick-ups continue.

All Educators are to have training for the transition procedures for children leaving the centre to go to school and arriving at the Centre in the afternoon.

Sources

- Education and Care Services National Regulations 2011
- Education and Care Services National Law

- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)
- Family Assistance Law
- ACECQA Policy and Procedures guidelines – Safe Arrival of Children
- ACECQA NQF Review Factsheet – Safe Arrival of Children

Endorsed: 11/03/2024

Review Date: 11/03/2026