

2.4 Arrivals Departures and Collection of Children

Policy Statement

The Tewanin State School Outside School Hours Care's responsibility for the child begins when the child enters the premises and ends when the child leaves the premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

Procedures

Hours of Operation

Before School Care:	6.30am – 8.50am
After School Care:	2.45pm – 6.00pm
Vacation Care:	6.30am – 6.00pm
Pupil Free Days:	6.30am – 6.00pm

All children will be signed in and out by the parent, guardian or other person whom the parent/guardian has nominated on the enrolment form, or invited to do so via software in writing, as being authorised to do so (authorised nominee).

Parent/Guardians are required to set up accounts with the current software provider for the purpose of signing children in/out, the storage of contact details, medical conditions, and finances. Failure to comply within a reasonable time frame of 2 weeks will result in suspension or cancellation of care until an account is set up.

- Before School Care: All children must be signed in by an authorised person and signed out by an educator.
- After School Care: All children must be signed in by an educator and signed out by an authorised person; and
- Vacation Care/Pupil Free Days: All children must be signed in and out by an authorised person.

Absences and non-signature sessions will be marked by an educator and must be confirmed by the parent/guardian as soon as possible.

Cancellation of bookings will only be accepted by parents/guardians.

From when the child has been duly signed in by the authorised person, the service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave the service unaccompanied, or to be released to a person other than the parent or guardian of the child, or to an authorised nominee as permitted under the above procedure. If in doubt, the Nominated Supervisor/Responsible Person will contact a parent/guardian immediately to discuss. Where no written authority has been given, the parent/guardian may give permission by email or telephone, for an alternative person to collect the child or for the child. The parent must provide the

name and description of any such person concerned and proof of their identity will be required on arrival.

Unauthorised Collection

In the event that an unauthorised person attempts to remove a child from the service, the Coordinator will be notified immediately. All efforts will be made to ensure that the child remains at the service. However, in doing so, the Coordinator and/or educators are not to put the safety of themselves or others at risk.

If the child is removed from the service by an unauthorised person, the child's parent/guardian will be notified, and the police will be called.

Details of the unauthorised collection will be recorded on an incident report form and will include the following information:

- Distinguishing features of the unauthorised person such as gender, ethnicity, hair length and colour, approximate age, clothing, height, scars, tattoos, etc.; and
- Details of any vehicles used to include the make, colour, registration number and direction of travel.

The Coordinator will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

Late Arrivals and Departures

If children who are booked into the service for After School care have not arrived within fifteen minutes of expected arrival, the service shall implement a process for locating the child, such as a search of the classroom area and/or contacting the school office to see if the child attended school or had been collected during the day. If the child cannot be located, then the parent/guardian will be contacted on the numbers provided. If necessary, the emergency contacts provided by parents/guardians will also be contacted.

If children who are booked into the service that DO NOT attend Tewanin State School and arrive by school bus cannot be accounted for within 20mins by parent/guardian/emergency contact, then the police will be contacted.

If at closing time children have not been collected or parents have not made arrangements for collection, parents/guardians will be contacted on the most recent numbers.

Staff will continue to call all contacts every 5 minutes for 30 minutes.

After 15 minutes if contact still has not been made, the staff must inform their Coordinator immediately. The coordinator will give instructions on what avenues need to be taken by the staff and what appropriate authorities need to be contacted.

Please note: If neither parents nor emergency contacts can be located to collect the child after 30 mins, **the child will remain at the Service with two adults until either the Police or Protective Services are contacted to collect the child.**

Children Unaccounted for During the Program

In the event that a child is unaccounted for during the operating hours of the program, the Coordinator will be notified immediately that the disappearance is discovered.

The Coordinator will undertake a rapid and comprehensive search of the service's approved area to locate the child. In the event that the child is not located, the child's parent/guardian will be notified, and the police shall be called.

An incident report will be completed and will include information such as:

- Date, time and location of the child when they were last accounted for
- Details of the supervising educator and the circumstances surrounding their disappearance
- Details of actions instigated to locate the child
- What the child was wearing and any distinguishing features
- Time parent/guardians and other agencies were contacted.
- The Coordinator will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

Children Leaving Without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the Nominated Supervisor/Responsible Person will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

Educators will not leave the service to pursue a child if:

- It will or may leave the other children in the service with insufficient supervision; and/or
- It will or may expose that staff member to an unacceptable risk of personal harm.

Collection of Children for After School Care

We recognise and acknowledge the Duty of Care and safety of our Prep & Year 1 children. We have procedures in place regarding the collection of the children and them being escorted from their classrooms for After School Care Sessions.

Procedure:

- Educators take a pickup list and walkie talkie and arrive at the classroom at 2.45pm.
- The Educator will ensure that each child has their personal belongings.
- The Educator will proceed to do a head count before moving to the next class.
- A headcount is to be done at each collection point.
- Once all children are collected and head count conducted they will proceed to the toilets.
- A head count will then take place before proceeding to OSHC.
- Once they arrive at OSHC they will be signed in immediately by an Educator.

Routines

At Before School Care the children are in a supervised environment and given the opportunity to participate in any chosen activity including art and craft, reading and games. Breakfast is available from 6.30-8.00. The Preps and Year 1's are taken by an educator to their classrooms at 8.40am. Children in

years 2-6 are released to classrooms at 8.40am. Parents can authorise early release at 8.15 for years 2-6.

At After School Care the Preps and Year 1's are collected from their classrooms and the children in years 2-6 walk to the OSHC room at 2.45pm. Around arrival time the children have afternoon tea which is provided by the service. They will be signed in by an educator. Each day a program is put in place for play. In Term 2 Year 1's will transition to walking on their own.

References

Education and Care Services National Law Act, 2010 and Regulations 2011
Family and Child Commission Act 2014
Child Protection Act 1999 and Regulations 2000
Australian Government Department of Education Children's Services Handbook Duty of Care Relevant Policies: Educator Ratios, Managing Duty of Care – Non-Attending Children, Bookings and Cancellations.

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