

DELIVERY AND COLLECTION OF

CHILDREN



This policy aims to:

Ensure all participants are safe and secure at all times including leaving the service. The policy aims to ensure staff and families are aware of OSHC@IOE's requirements when delivering/collecting participants from the service.

The OSHC@IOE will ensure that:

- All participants have 3x emergency contacts listed in their Enrolment Form
- All emergency contacts are signed up to Xplor and have ability to electronically sign children/young people in and out of the service
- Nominated Supervisor and PIDTC are made aware immediately if written consent for a someone else to collect the participants has been given
- All staff have access to Xplor to sign the participants out when being taken to school to start the day
- All staff have access to Xplor to sign the participants in when coming to After School Care

The participant can only leave the program if:

- Is given into the care of a parent of the child/young person
- An authorised nominee named in the child's enrolment record is at the service to collect
- A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises
- Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record
- Is taken on an excursion alongside the Excursions Policy
- Is transported by the service or on transportation arranged by the service alongside the Transportation Policy
- Requires medical, hospital or ambulance care or treatment; or
- Because of an emergency evacuation situation
- If a new person is collecting, staff must take a photo of the persons ID and contact details for our records.

In the event a participant is due to attend the After School Program but does not arrive the following steps are to be followed:

Within 5 minutes of expected arrival

- Contact the school office and enquire if the participant attend school that day
- Call over school PA system if student was due to arrive at OSHC but has not

Within 10 minutes of expected arrival and no response to the above

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- Contact classroom teacher as to the whereabouts

Within 15 minutes of expected arrival time and no response to the above

- Contact family. Has the participant been unexpectedly collected?

Within 20 minutes of expected arrival time and no response to the above/participant is not with the family

- Contact Approved Provider
- Check again with school office if participant has made themselves known

After all steps have been made and participant has not been located. 000 to be called and informed

All incidences must be reported to the Department of Education within 24 hours

In the event a participant is still at the service after closing time, the following steps are to be followed:

- If not on site, contact the Nominated Supervisor.
- After 5 minutes and still not being collected, contact Primary Contacts on enrolment form
- After 10 minutes and still not being collected, if unable to contact, contact Secondary Contacts on enrolment form
- If unable to contact the above contact the IOE afterhours phone: 0439 883 667
- If after 30 minutes with no communication from the family, the relevant authorities must be contacted :
 - Department of Health and Human Services Child Protection 13 12 78
 - Victoria Police 000
- Report within 24 hours to Department of Educations

Families will ensure:

- OSCH@IOE is informed immediately of any changes to authorised people
- OSHC@IOE is informed immediately of any changes in contact details
- Inform OSHC@IOE of any absences
- Inform OSHC@IOE of any changes throughout the day. Example: The participant is due to attend the After School Program but is collected from school early.

References:

Education and Care Services National Regulations 2011: 99

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National Quality Standards: 6.1.1, 2.2.3

