

# DELIVERY AND COLLECTION OF CHILDREN POLICY

## Policy Statement

Highgate School Outside School Hours Care (Highgate OSHC) 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.

Highgate OSHC procedures for delivery and collection must be followed in every instance, to always ensure the safety and wellbeing of children. The service will ensure the protection of children not collected by closing time. Families are expected to abide by operating hours, except in an emergency.

## Definitions

Attendance record: kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor(s) or educator (Regulation 158(1)).

Authorised nominee: a person who has been given authority by the parent/guardians of a child to collect that child from the service. An authorised nominee must be 18 years or older or if they are a sibling to the child, they must be 16 years or older. Parent/guardians must give authority via written notice to the service, either by email or text message. The Director will confirm verbally with the parent/guardian or verify the email address or phone number against OSHC records.

Emergency: an emergency refers to an unexpected, unavoidable, and unforeseeable event. This definition will be applied at the discretion of the Director.

## Arrival

### Before School Care

- On arrival, all children must be signed in using the Xplor Hub by a parent/guardian or authorised nominee. This will occur between 7.00am - 8.30am.
- Highgate OSHC will not contact parents/guardians of children who are booked in for a Before School Care session but do not arrive.
- At 8.30am, children in Year 2 to Year 6 will be signed out by the Responsible Person and released to go to school to be supervised by teachers on duty.
- Reception and Year 1 children are walked over to their classrooms by the educators at 8:55am.

### Vacation Care

- We will not contact parents/guardians of children who are booked in for a Vacation Care session but do not arrive except on days where an excursion is occurring in the morning.
- If an excursion is occurring in the morning and a child has not arrived by the time indicated on the Vacation Care program and booking form, the Responsible Person/Assistant Director/Director will contact the parent/guardian to see if they are intending on attending. If a child does not arrive by the time of departure, the child will not be permitted to be signed in and will be unable to attend the

service that day. Fees for the session will still be charged to their account in line with the service's cancellation policy (See Highgate OSHC's *Fees Policy*).

#### After School Care

- Reception and Year 1 children will be collected from their classrooms by educators and walked to the OSHC service.
- Year 2 to Year 6 children will promptly come to OSHC after the end of school bell and line up to be signed in by the Responsible Person.

When a child is booked into an After School Care session and has not arrived by 3:30pm the Responsible Person/Director will conduct a search of the school site and pick up zones for the child as well as contact the school's front office. At 3:40pm if the child cannot be located, the Responsible Person/Director will contact the child's parent/guardian. If contact priority 1 does not answer the phone a voice message will be left and contact priority 2, 3 etc. will be contacted until all provided contacts have been exhausted. If no contacts have called back within 15 minutes (3:55pm) this procedure is repeated. After another 15 minutes (4:10pm), if there has been no response and there has been no contact with any parent/guardian to confirm the whereabouts of the child, the police and child services must be called as this matter is classified as a missing child.

#### Collection from Vacation Care and After School Care

All children must be collected and signed out using the Xplor Hub by a parent/guardian or authorised nominee. Children will not be permitted to leave the service unless accompanied by a parent/guardian or authorised nominee.

Collection of the child is deemed by the time the child is signed out via the Xplor Hub by the parent/guardian or authorised nominee and is recorded in the Xplor software.

#### Late Collection

All children must be collected by the service's closing time (6:15pm). If they are not collected by this time a late collection fee of \$10 will be charged. Additionally, a fee of \$1 per minute will apply until the child is collected. The late collection fee will be charged except in the instance of a **notified** emergency, at the discretion of the Director.

Parents/guardians who are unavoidably detained and unable to collect their child by the service's closing 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 before closing time, they should arrange for another authorised nominee to collect the child and advise the service of this arrangement.

If the parent has not contacted the service and the child has **not been collected by 10 minutes** after the closing time (6:25pm), the Responsible Person will attempt to telephone the parent/guardian or, if this is not possible, telephone the emergency contacts and authorised nominees to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected 30 minutes after closing time (6:45pm), Crisis Care/Police will be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

**Continual late collection process** (a vacation care period is classified as a term in this instance)

1<sup>st</sup> Late Collection in a term – Late collection fee charged, parent/guardian notified via email

2<sup>nd</sup> Late Collection in a term – Late collection fee charged, parent/guardian notified via email with a formal warning including reminder of continual late collection process

3<sup>rd</sup> Late Collection in a term – Late collection fee charged, parent/guardian notified via email with a second formal warning including reminder of continual late collection process

4<sup>th</sup> Late Collection in a term – Late collection fee charged, parent/guardian notified via email and service suspended for one (1) month from the following business day.

**Court Order**

If there is a Court order against a particular person having access to a child, a copy of the order must be provided by the parents/guardians for the Highgate OSHC records. In some cases, a recent photograph may be required to assist educators to identify that person. All staff will be notified of the relevant information. If the person with the order against them arrives at Highgate OSHC, Police will be called. Staff will contact the custodial parent/guardian to inform them of the situation.

Approved by Highgate School Governing Council 15<sup>th</sup> February 2021

DATE OF EFFECT: 22<sup>nd</sup> February 2021

REVIEWED: 22<sup>nd</sup> February 2022, 31<sup>st</sup> October 2022

TO BE REVIEWED: 31<sup>st</sup> October 2023

#### Related Documents

<http://www.acecqa.gov.au/national-quality-framework/national-law-and-regulations/national-regulations>

Education and Care Services National Regulations 2011

National Quality Framework Areas 1, 2, 3, 4, 6, 7

Child Protection Act 1993

Dept. of Families, Housing, Community Services and Indigenous Affairs

Families SA – Crisis Care