

# A-8 Dropping Off and Picking Up

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Epping Heights OSHC.

## 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 Regulations

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. 177	Prescribed enrolment and other documents to be kept by approved provider

## 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 for their children.

## RELATED POLICIES

- Epping Heights OSHC Policy A-1: Hours of Operation
- Epping Heights OSHC Policy A-5: New Children Orientation
- Epping Heights OSHC Policy A-6: Fees
- Epping Heights OSHC Policy A-10: Acceptance and Refusal of Authorisations
- Epping Heights OSHC Policy A-11: Maintenance of Records
- Epping Heights OSHC Policy A-15: Role of the Management Committee
- Epping Heights OSHC Policy C-12: Communication
- Epping Heights OSHC Policy D-9: Emergency Procedures
- Epping Heights OSHC Policy D-20: Medication
- Epping Heights OSHC Policy D-22: Child Protection

## **PROCEDURE**

### **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/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. Non-signage fees will apply.

In the event that a parent/guardian has a pre-discussed arrangement, the Centre Coordinator or other responsible staff member may sign-in a child. The parent/guardian should provide written consent prior, outlining the details of the arrangement as well as acknowledgment that the child remains their responsibility up to the point where the child arrives at the Centre.

The parent must phone the centre as they drop off their child, allowing the staff to watch the child walk into the Centre.

Any points of information provided to staff are to be recorded, such as any particular requirements for the day or any changes to whom will collect the child.

A notification of change to the child's attendance will have 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 or via email or phone. The educator will manually make these changes on the online sign on sheet.

Children are to place their belongings in the designated bag area.

The person 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.

As a child is released to school grounds during the morning session, the Nominated Supervisor or Responsible Person on duty will electronically sign the child out, indicating time of departure.

### **Picking Up**

After children have arrived at the centre for the afternoon session, the Nominated Supervisor or Responsible Person on duty will perform a roll call and sign the children in electronically, indicating time of arrival.

The parent/authorised adult who is collecting the child must sign-out using the touchscreen using their personalised username and password, indicating the time of departure. They must utilise their own username and password or non-signage fees will be charged.

In the event that a parent/guardian has a pre-discussed arrangement, the Centre Coordinator or other responsible staff member 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 via an Out of Centre Activities Form 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 OSHC, the Centre Coordinator will sign-out the child, before signing the child back in once they return. 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).

Where previous written permission has been given, the Centre Coordinator will sign-out the child at the specified time, following any additional instructions given by the parent.

The authorised adult and children are to ensure that all belongings are collected.

The authorised person must ensure that an educator is aware that they are taking the child away from the Centre.

Educators are to 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 (see policy A-6: Fees).

If a child is not collected by closing time and no contact can be made with parents 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 OSHC room door to inform the parent as to where the child has been taken. Contact details (i.e.) phone numbers will also be written on this notice.

If a parent repeatedly collects their child after closing time, the Centre Coordinator 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.

If the child is to be collected by anyone other than the authorised collectors on the enrolment form, the Centre must be personally informed by the parent/guardian in writing or by email. If the collecting person is not nominated on the child's enrolment, non-signage fees will apply. The Centre will accept authorisation over the phone in an emergency.

To ensure the safety of all children, the person picking up the child may be required to produce photo identification. This includes authorised collectors and parents/guardians if they are unfamiliar to the centre staff.

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

The Centre will not release a child in to the care of anyone not authorised, without prior consent.

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.

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. The Centre Coordinator will strongly discourage the person from trying to take the child however if they threaten any violence or harm to the staff, child or themselves the Centre will be obliged to hand the child over (see Emergency Procedures Policy – Harassment and Threats of Violence), the police will be contacted as soon as possible.

Fees/Charges apply in relation to non-signage should an authorised person fail to sign their child in or out, use another person's log in details, or if a Centre employee must sign out on an authorised persons behalf due to being without a valid log in.

Notify issues of significance to:

Early Childhood Education Directorate, NSW  
Department of Education

Locked Bag 5107  
Parramatta NSW 2124  
Phone: 1800 619 113

Portal: <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

Website: [education.nsw.gov.au](http://education.nsw.gov.au)  
E-mail: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

## **SOURCES**

- Education and Care Services National Regulations 2011
- National Quality Standard
- Privacy Act 1988
- Family Law Act (1975)

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