

# DELIVERY AND COLLECTION FROM OSHC SERVICE POLICY

Under the Education and Care Services National Regulations, the Approved Provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between either home and school and each Happy Haven OSHC service for Before School Care, After School Care, and Vacation Care. During arrival and departure from Happy Haven OSHC services, educators have the opportunity to engage in conversations with families and support each child's well-being. This communication builds a secure, respectful, and reciprocal relationship between children and their families. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

## NATIONAL QUALITY FRAMEWORK (NQF)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Education must be working directly with children to be included in ratios
123	Educators must be working directly with children to be included in ratios
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm and hazard
S170	Offence relating to unauthorised persons on education and care service premises

## PURPOSE

To ensure the protection and safety of all children, staff members, and families accessing the Service during delivery and collection from Happy Haven OSHC Services.

## SCOPE

This policy applies to children, families, staff, nominated supervisors, and visitors of Happy Haven OSHC Services.

## IMPLEMENTATION

Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment (accessed via their Child Care Management System (CCMS) account). Safeguards are also developed and regularly reviewed to keep children safe during times of transitions between school and OSHC. Guidelines for delivery and collection of children are put in place to ensure the health, safety, and wellbeing of each individual child attending Happy Haven OSHC Services.

## THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

- Relevant educator to child ratios are adhered to at all times
- Children only leave the OSHC service in the care of a parent/guardian or authorised person or in accordance with written authorisation as per Regulation 99
- Enrolment records are kept for each child enrolled in the OSHC Service including the name, address and contact details of:
  - any emergency contacts and authorised persons
  - any person authorised to consent to medical treatment or administration of medication
  - any person authorised to give permission to the educator to take the child off the premises
  - any person who is authorised to authorise the education and care service to transport the child or arrange transportation
  - details of any court order, parenting orders or parenting plan
  - authorisations for the service to take the child on regular outings
  - authorisations for the service to take the child on regular transportation
  - any medical management plans and associated documentation, including Risk Minimisation & Communication Plans

- All new educators and staff are provided with an induction to the Service including an understanding of this policy
- Adequate supervision is provided when children arrive and depart the service premises
- All educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)
- Should any serious incident occur, an incident report must be completed, and children's parents/guardian notified
- In the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQAITS Portal

### ARRIVAL AT SERVICE (BEFORE SCHOOL CARE, VACATION CARE)

- For children to feel welcome and secure, Happy Haven OSHC will ensure that all children and parents/guardians are greeted upon arrival by an educator and have the chance to say goodbye to the person delivering them to the service
- Parents/guardians must walk their child/ren into the Happy Haven OSHC service and wait to be acknowledged by an educator prior to leaving the service
- A sign in device will be available for families/guardians to sign in their child/ren through Happy Haven OSHC's CCMS Software.
- Each Authorised Person named on the child/ren's enrolment must have their own passcode to sign the child in
  - If the Authorised Person has forgotten to sign in their child/ren the Responsible Person will sign them in as per National Regulations
  - Parents/guardians must inform the Responsible Person if there will be someone not registered as an Authorised Person who will be coming to collect their child/ren and will add this person prior to their arrival at the service.

### DELIVERY TO SCHOOL

- In the lead up to the end of the BSC session, children will be supported to gather their belongings in preparation to leave the OSHC room.
- Service specific delivery to school processes will differ based on individual arrangements with schools, and the context of the children attending the service (i.e. age, developmental level, parent/guardian requests). This information will be documented within the Service's Risk Assessment.
- A parent/guardian whose children are new to Happy Haven OSHC may arrange for them to be walked by an educator until they are more comfortable.

## COLLECTION FROM SCHOOL

- Service specific processes regarding child/ren collection and arrival from school will differ based on individual arrangements with schools, and the context of the children attending the service (i.e. age, developmental level, parent/guardian requests). This information will be documented within the Service's Risk Assessment.
- The Responsible Person will plan for the collection of any children from Preschool/Collection Points as per the Service's Risk Assessment.
- Educators collecting children from their respective collection points will ensure that a current roll from the CCMS is being used to ensure no children are missed in the collection process
- All children arriving at OSHC must have a completed enrolment on our CCMS Software.
- In the event that emergency care is required and the child is not already enrolled into the service, the school staff are responsible for obtaining permission from the parent/guardian to send the child to OSHC, and must provide the Responsible Person with details including, but not limited to:
  - Contact details of parents/guardians, including emergency contacts
  - Medical information of the child
  - Any other information to ensure the adequate support of the child
- In the event of an emergency, where the parent/guardian or an authorised person is unable to collect the child, the primary contact on the CCMS account may phone the service and arrange an alternative person to pick up the child

## DEPARTURE FROM SERVICE (AFTER SCHOOL CARE, VACATION CARE)

- Children may only leave the Service premises if the child leaves:
  - in accordance with the written authorisation of the child's parent/guardian or
  - authorised nominee named in the enrolment record; or
  - taken on an excursion or on transportation provided or arranged by the service with the written authorisation of the child's parent or authorised nominee; or
  - given into the care of a person or taken outside the premises; or
  - because the child requires medical, hospital or ambulance care or treatment; or
  - because of another emergency (evacuation due to bush fire, flood)

- Parents/guardians are to advise Happy Haven OSHC if someone not listed in the child's enrolment is collecting their child. The parent/guardian must add this person as an authorised person on the child's CCMS enrolment so that the person has their own code to sign the child out.
  - Photo identification must be sighted by the Responsible Person before the child is released. If the person's identity cannot be verified, the Responsible Person must not release the child into that person's care, until their identity can be verified
  - If the service has not been notified, then the Responsible Person will contact the parent/guardian to receive their authorisation
- All children must be signed out by their parent/guardian or an authorised person when the child is collected from Happy Haven OSHC through the device available. If the parent/guardian or other authorised person fails to remember to sign the child out, they will be signed out by the Responsible Person.
- Parents/guardians must collect their child prior to the closing time of the individual Happy Haven OSHC service
- No child will be withheld from an authorised contact or biological parent named on the CCMS account unless a current court order is on file at the service.
  - Educators will not be expected to physically prevent any person from leaving the service
  - In such cases, the parent/guardian with custody will be contacted along with the local police and appropriate authorities
  - Where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service
  - A court order overrules any requests made by parents/guardians to adapt or make changes
- In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQAITS Portal. Educators will complete this through an Incident Report found on the Happy Haven OSHC SharePoint page, as well as contacting the Staff Support Line (option '1') for further instructions
- It is our policy that we do not allow anyone **under the age of 16** to collect children unless this is discussed with the Service Leader prior to the collection, and written authorisation has been provided.

- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, the Responsible Person will:
  - Discuss their concerns with the person, without the child being present if possible, and
  - Suggest they contact another parent/caregiver or authorised nominee to collect the child and/or the service will offer to call a taxi
  - Follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
  - Contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
  - If an authorisation to collect a child is refused by the Happy Haven OSHC service, it is best practice to document the actions for evidence to authorities
  - Suggest they contact another parent/caregiver or authorised nominee to collect the child and/or the service will offer to call a taxi

### ABSENT OR MISSING CHILDREN

- At the end of each session, educators will check indoor and outdoor premises including all rooms and storage rooms, toilets, and storage sheds to ensure that no child remains on the premises after the service closes
- Children may leave the premises in the event of an emergency, including medical emergencies
- Details of absences during the day will be recorded.
- Where a child is unable to be located, or has not arrived for a previously booked session, educators will follow policy and procedures

### LATE COLLECTION OF CHILDREN

- If parents/guardians have not arrived by the service's closing time, the Responsible Person will attempt to contact them via their phone number listed in their CCMS account will be made. If they are unable to be contacted, the Responsible Person will call the emergency contacts listed on the CCMS account to organise collection of the child
- Parents/guardians will receive instructions from Happy Haven OSHC service with a reminder of the importance of on time collection and the late fees applicable in the event that their child has not been collected by the services closing time
- A late fee of **\$27.50** will be charged for the first 15 minutes after our closing time, and a fee of **\$65.00** will be charged for collection any time after.
- If parents/guardians know that they are going to be late, they must notify the service. If possible, they should make arrangements for someone else to collect their child

- Due to licensing and insurance purposes, if by the service's closing time attempts to contact the parent/guardian or emergency contacts have been unsuccessful, the Responsible Person may contact the police and other relevant authorities
- If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the service notifying parents/guardian of the child's whereabouts. If this occurs, Happy Haven OSHC will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- Where families are continually late to collect children, this may lead to a termination of the child's enrolment.

## SOURCES

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education. *My Time, Our Place. Framework for School Aged Care in Australia.* (2011).

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations.](#) (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard. (2020). Revised National Quality Standard. (2018).

## REVIEW

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
JANUARY 2022	New Policy using ChildCare Desktop format - content also derived from previous policies: Delivery and Collection of Children. Minor editing Sources checked for currency	JANUARY 2023
OCTOBER 2022	Policy replaces 'Arrival and Departure Policy' with new sections added' Sources checked for currency Fullybooked changed to CCMS	OCTOBER 2023
SEPTEMBER 2025	Updated redundant language and terminology Removed related policies section and references to other policies Adjusted information to provide clarity Adjusted formatting	SEPTEMBER 2026