



DELIVERY AND COLLECTION OF CHILDREN

(Required regulation)

Policy Statement

New Lambton OOSH (NLDOOSH) will ensure that children arrive and leave our centres in a manner that maintains their safety, security and well being. This will be achieved by having clear procedures communicated and implemented by and parents/ guardians and educators, ensuring all parties understand their roles and responsibilities.

At our service, the best interests of the child are our first and foremost consideration in all decisions and actions.

We are committed to:

- * Prioritising children's safety, wellbeing, and dignity at all times
- * Ensuring children are at the centre of all decisions about programs, environments, and routines.
- * Making choices based on what is best for children, even when other priorities exist.
- * Creating a safe, inclusive, and supportive environment for every child.

This principle applies to all staff, volunteers, and decisions within our service, every day.

Procedures

Authorisations

- a. Authorisation to sign a child in or out can only be permitted by a parent/ guardian or other person named on the child's enrolment record as having authority to authorise the taking of the child outside the OOSH premises.
- b. The child may only leave the premises if they:
 - are handed over into the care of a parent/ guardian, an authorised nominee named on the child's enrolment record or a person authorised by a parent/ guardian
 - leave the premises in accordance with the written authorisation of the child's parent/ guardian or authorised nominee named in the child's enrolment record
 - are handed over into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency.

- c. These requirements DO NOT apply to parents who are prohibited by a court order from having contact with the child.

Delivery of children

- a. Children are not to be left at the centre prior to the opening hours of the centre (6.45am) and can only be signed in at this time.
- b. The person delivering the child:
- is responsible for completing the electronic sign-in which will record the time of arrival. A paper copy is provided for people who do not have an electronic sign- in login
 - must ensure that an educator is aware of the child's presence before leaving the centre, and that any special needs are communicated
 - must fill in and sign the medication form should the child require medication of any kind (see Medication Policy).

Collection of children

- a. Children must be collected by the closing time of the centre (6.00pm).
- b. The authorised person collecting the child must complete the electronic sign-out which will record the time of departure. They must also ensure that educators are aware they are taking the child from the centre.
- c. Educators are to be notified if the person collecting the child will be later than usual, to avoid the child experiencing any anxiety.
- d. If the child is to be collected by a person NOT listed on the enrolment record, parents/ guardians must have personally informed the appropriate educator member prior to pick up.

The parent/ guardian will be required to:

- indicate who will collect the child.
 - ensure the person knows they are required to provide the centre with proof of identity eg. Licence or Medicare card
 - confirm the change in writing by text or email.
- e. Educators will confirm any changes to collection arrangements by phone using the number provided on the enrolment record.
- f. The names and contact numbers of all people authorised to collect the child must be included on the enrolment record. Any changes to these must be advised in writing to the centre as soon as possible.
- g. Authorised nominee is required to provide proof of identification to Educators if they have not seen them previously.
- h. The centre will not release the child to anyone that is not authorised without prior consent.

- i. If the centre has not been notified, and someone other than the parent/ guardian or authorised nominee comes to collect the child, the centre will ring the parent/ guardian to get his or her authorisation. The child will not be released from the centre until appropriate authorisation has been received.

Late collection

- a. If a parent/ guardian is unable to collect their child by closing time, 6.00pm, they should phone NLDOOSH for appropriate arrangements to be made.
- b. A late fee will apply if a child is collected after 6.00pm. Parents/ guardians will be charged a late fee of \$20 for the first ten minutes (after 6:00pm) that their child remains under the care of NLDOOSH and \$1 per minute thereafter until the child is collected.
- c. If a child has not been collected by closing time, educators will phone the parents/ guardians/ authorised nominees of the child as detailed on the child's enrolment form.
- d. If a parent/ guardian/ authorised nominee cannot be contacted after 30 minutes, the Police will be contacted to get further instructions and the child's care becomes a child protection/ legal issue.
- e. Educators will ensure that children remain calm and comfortable during this time.

Absent Children

- a. A daily attendance roll is kept, stating the time of the child's entry and departure from the service, as well as an electronic sign in through Hubworks.
- b. If a child is absent from OOSH it is the responsibility of the parent/guardian to inform our centre prior to commencement of the booked session.

This can be done by:

- Leaving a message on the answering machine
- Personally informing a staff member
- Notifying in writing via an email
- Notify by text to the Admin phone

Our duty of care is breached when staff members are required to locate an absent child, therefore, steps must be taken to prevent this from occurring. As of January 2022, a "Non-notification fee" has been introduced, this is outlined in our fee policy.

- c. Staff will then mark them away on the attendance roll for the appropriate session/s.
- d. Staff on bus transport will be contacted via phone of any late absences.

Missing Children

a. Should a child not be present and waiting in the designated area the staff member will:

- Look around the area and check with other educators if they have seen the child in question.

- ask the children of their knowledge of where the child might be, or if they were at school that day, This will need to be confirmed by an adult.

- if there are any school staff nearby ask for any information they might have regarding the child's attendance at school that day.

b. If the child was known to be at school that day the OOSH staff will:

- Contact OOSH (via phone if at New Lambton PS or via walkie talkie if at New Lambton South PS) where staff will phone the parent/guardian to determine the child's whereabouts.

- This information will then be passed on to the ESI educators at the relevant school.

- All children are to be fully supervised at all times.

c. If the child has not been found centre staff will:

- Keep in contact with the parent/guardian.

- If contact with parents can not be made OOSH staff will phone other emergency contact numbers on the enrollment forms.

- Continue to keep in touch with the educators and school.

- If parents have not responded for 15mins after the initial phone call, the bus is to return to OOSH with all educators and present children. Educators are to inform the teacher on bus duty of the missing child as they have not been signed in to our service.

d. If the child is still missing

- Parent/ guardian is to be kept informed

- The police are to be contacted immediately.

Extra-curricular Activities

a. At times children in our care attend extra-curricular activities at New Lambton South Public School such as drama or music classes. To ensure the safety of the children a

"Permission/ Authorisation for Extra Curriculum Activity" form must be completed. When the child leaves our care they will be signed out and signed back in when they return from the activity.

Considerations

Name	Reference
Education and Care Services National Regulations	99, 160, 168
National Quality Standard	4
Other NLDOOSH policies/ documentation	• Enrolment Policy • Child Protection Policy • Priority of Access Guidelines
Other	Children and Young Persons (Care and Protection) Act 1998 (NSW)

Policy status

Policy developed	February 2012
Last reviewed	May 2026
Due for review	November 2027
Policy owned by	New Lambton District OOSH Inc