



# **Delivery & Collection of Children Policy**

### 1. Policy Statement

The St Francis School OSHC service maintains clear processes to ensure that the arrival and departure of students is carefully monitored. Safeguards are also developed and regularly reviewed to keep students safe during the transition between school and OSHC.

### 2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and from, the service premises.

St Francis School OSHC caters for St Francis students for Before & After School Care and Pupil Free Days. St Francis School OSHC also caters for St Francis students and students from neighboring schools during Vacation Care. Bookings are essential and can be made via our Child Care Management System with an active OSHC/Vacation Care Enrolment. The service must adhere to national laws concerning the number of accredited places. Educator-child ratios are set by regulation in the interests of safety.

A service must retain records of attendance such as sign in sheets or electronic documentation. Families and authorised people are responsible for signing their child/ren in and out of our service, via the iPad or a hard copy if required. Regulation 158 and 159 states that the attendance record is to be signed by one of the following persons at the time a child arrives and departs:

(1) The person who delivers the child to education and care premises or collects the child from the education and care premises; or (2) Nominated supervisor or educator. A child in care may leave the service premises only in accordance with Regulation 99. We use an electronic attendance record and each authorised person is provided with their own pin code or an OSHC staff member will sign the child in/out for an authorised person if they are unable to.

Effective partnerships between an OSHC service and its families greatly assist in all aspects of service delivery. This is especially important with children arriving and departing our service. It is in this short period of each day where bonds between educators, staff and families are developed and where students are welcomed and settled into the OSHC environment.

### 3. Legislative Requirements

Regulations	National Quality Standard	Other Policies/Service documentation	Other Legislation/Guidelines
			Act, Sections 165, 167, 170
99, 100, 101, 102, 102AAB, 102AAC, 102B, 102D, 123, 157, 158, 159, 160, 161, 168, 170, 171, 172			
	QA 2, 2.2 Children's Health and Safety		
	QA 3, 3.1 Physical environment		
	QA 4 Staffing Arrangements		
	QA 6, 6.2 Collaborative Partnerships with Families and Communities		
	QA 7, 7.1 Governance and Leadership		
		OSHC/Vacation Care Parents/Carers Handbook	
		OSHC/Vacation Care Enrolment Form	
		Child-safe Environment	
		Payment of service fees and provision of a statement of fees charged by the service Policy	
		Vacation Care Policy	
		Excursion Policy	
		Vacation Care Consent Form	

## 4.Principles

The safety and wellbeing of all children at our service is paramount. Our policies and procedures are in accordance with ACEQUA, to ensure that children are safeguarded at the points of delivery to, and collection from, the service.

## 5. Key Terms

Term	Meaning	Source
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children	Acequa.gov.au
Authorised nominee or person	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator.  a. a person who holds a current WWCC [working with children check, or equivalent]; or b. a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or c. an authorised nominee of a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or d. in the case of an emergency, medical personnel or emergency service personnel; or e. a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent]	National Law (Section 170)
Enrolment record or form	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. The record must include: • Full name, date of birth and address of the child. • The name, address and contact details of » each known parent of the child » any emergency contact » any authorised nominee » 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	National Regulations (Regulations 102, 102D, 160–162) Guide to the NQF (Management of records – Children’s enrolment record

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	<p>or arrange transportation of the child. • Details of any court orders, parenting orders or parenting plan. • Gender of the child. • Language used in the child's home. • Cultural background of the child and their parents. • Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs. • Authorisations for: • the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child • the service to take the child on regular outings • regular transportation of the child. • Name, address and telephone number of the child's registered medical practitioner or medical service. • Medicare number (if available). • Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. • Dietary restrictions. • Immunisation status. • If the approved provider or a staff member has sighted a child health record, a notation to that effect</p>	
Parent/Carer	<p>In relation to a child, includes: a. A guardian of the child; and b. A person who has parental responsibility for the child under a decision or order of a court. For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.</p>	National Law (Definitions)

### 6. Hours of Operation – Approved by ACEQUA

Before School Care (BSC)  
7:00am – 8:45am

After School Care (ASC)  
3:15pm – 6:00pm

Vacation Care / Holiday Care (VAC CARE)  
7:00am – 6:00pm

\*Where applicable, changes to hours of operation will be communicated to parents/carers.

## 7. Procedures

### 7.1 For Before School Care

7.1.1 All students with a booking will be walked into our service and signed in by a parent/guardian or authorised person 18 years of age or older, except where individual circumstances have been considered and other arrangements have been approved by the service Nominated Supervisor and OSHC Director. An agreement for alternative arrangements will be required to be signed by the enrolling parent/guardian.

St Francis School OSHC does not have the capacity to supervise children beyond the reception desk.

As a duty of care children should not be dropped off prior to 7:00am under any circumstances.

7.1.2 An agreement between OSHC and St. Francis School has been established that Year 1 – Year 6 OSHC children will be signed out from 8.30am and onwards to walk to their classrooms. At this stage they are under the supervision of the morning duty teacher.

7.1.3 Reception students will be signed out from 8:40am and taken to their classrooms by one of the OSHC educators. This practice is explained to parents at initial orientation and may also occur for other students if it is deemed necessary.

7.1.4 Classrooms teachers are informed of this agreed practice and it is their responsibility to inform relief teachers when relevant.

7.1.5 This agreed practice can be modified after consultation with OSHC families.

7.1.6 If a child with an active OSHC Enrolment arrives to school early, they will be automatically booked into OSHC where staffing ratio and capacity permits, as per regulation 123. OSHC will then contact the parent/carer to inform them of the situation. This helps to ensure that students are supervised and safe until the official school day begins.

## 8.2 For After School Care

8.2.1 A student coming into After School Care (ASC) will be signed in by an OSHC educator.

8.2.2 Reception students will be collected from their classrooms by an older OSHC child or educator and signed in by an OSHC educator. This practice may also occur for other students if it is deemed necessary.

8.2.3 All students will be collected and signed out by a parent or authorised person 18 years of age or older, except where individual circumstances have been considered and other arrangements have been approved by the service Nominated Supervisor and OSHC Director. An agreement for alternative arrangements will be required to be signed by the enrolling parent/guardian.

Once a child has been signed out from OSHC, they assume full responsibility to the parent/guardian or authorised person collecting the child.

St Francis School OSHC does not have the capacity to supervise children beyond the reception desk.

8.2.4 Students are unable to go home unaccompanied from OSHC.

8.2.5 If a child with an active OSHC Enrolment is not collected at the end of yard duty, they will be signed into OSHC, where staffing ratio and capacity permits, as per regulation 123. The yard duty teacher will need to communicate with the OSHC Director or Responsible Person on duty for the day for a handover. The school or OSHC will then contact the parent/carer to inform them of the situation. This helps to ensure that students are supervised and safe.

Where staffing and ratios do not permit or if a child does not have an active OSHC Enrolment, the child will remain under the care of the school. An OSHC Enrolment Form can be completed, signed and emailed, however we are unable to accept new enrolments over the phone.

### 9.3 For Vacation Care

9.3.1 All students with a booking will be walked into our service and signed in by a parent/guardian or authorised person 18 years of age or older, except where individual circumstances have been considered and other arrangements have been approved by the service Nominated Supervisor and OSHC Director. An agreement for alternative arrangements will be required to be signed by the enrolling parent/guardian.

9.3.2 All students will be collected and signed out by a parent or authorised person 18 years of age or older, except where individual circumstances have been considered and other arrangements have been approved by the service Nominated Supervisor and OSHC Director. An agreement for alternative arrangements will be required to be signed by the enrolling parent/guardian.

Once a child has been signed out from OSHC, they assume full responsibility to the parent/guardian or authorised person collecting the child.

St Francis School OSHC does not have the capacity to supervise children beyond the reception desk.

### 10.4 A child booked in fails to arrive.

If a student booked in for the OSHC session has not arrived by the completion of yard duty, the OSHC educator's will implement the services procedure to locate the student.

This procedure includes:

10.4.1 Check the immediate area including their classroom to locate the student.

10.4.2 Check on SEQTA or ceSIS that the student was at school.

10.4.3 Speak with the student's peers or siblings, who may have relevant information.



10.4.4 Call the parent or emergency contact numbers to establish whether the student is expected at OSHC or whether other arrangements have been made.

10.4.5 Advise the family that police will be called and ask a parent or representative to attend the school as soon as possible.

10.4.6 Supervisor/Responsible Person on duty to notify Nominated Supervisor and OSHC Director.

10.4.7 When the student has been located, the information is to be shared immediately with those who may be assisting to locate the student.

10.4.8 If the student cannot be found, the Nominated Supervisor, OSHC Director or OSHC Assistant Director will ensure that the student's family and police are informed.

When the police are notified (Police Call Centre 131 444) the following information needs to be ready:-

- Name and address of the student and contact numbers
- Description of the student
- Time last seen
- Any medical conditions

## **11. Failure of parents to collect their child/children by 6.00pm**

**In the circumstances where a parent or authorised person has not collected their child/children by 6.00 pm, the following will occur:-**

- The Principal or alternative leadership person on site will be

notified that child/children have not been collected if no

notification has been received from parents to say that they will

be late. OSHC Director to be notified if a child is collected after 6:00pm, at all times.

- From 6:00pm, a late fee will begin to be implemented. \$10.00 per minute, cost not covered by CCS.

Frequent lateness when picking up your child/ren may require us to arrange alternative arrangements first within our service and, if necessary, you may need to seek an alternative arrangement outside of our service.

- The Director or the 'Responsible Person' for the day will contact the parent by phone to ascertain their whereabouts.
- If no response from first parent, Director or the 'Responsible Person' for the day will contact the second parent.
- If neither parent can be contacted, the Director or the 'Responsible Person' for the day will phone the first emergency contact listed and proceed through the emergency contact list until a person responds and arrangements are made for the collection of the child/children.
- The emergency contact person who collects the children will be asked to ring parents until the parents respond to the phone call.
- In circumstances where no contact can be made with parents or emergency contact people, the Director and another member of staff will stay with the child/children until 7.00pm and notify the Nominated Supervisor. The Director or the 'Responsible Person' for the day will continue to attempt to make contact with parents/emergency contact people.
- At 7.00pm, if there is still no response from parents/ emergency contacts, Child Protection Services will be contacted, made aware of the situation and asked to take over care of the child/children.
- Director or the 'Responsible Person' for the day and other staff person to remain with child/children until they are collected by Child Protection Services.
- If Principal or alternative leadership person is not on site, they will be notified that the child/children have been collected either by
  - 1) parents, 2) an emergency contact person, or 3) Child Protection Services

## 12. Roles and Responsibilities

St Francis School OSHC will retain records of attendance through our Child Care Management System. Families are responsible for ensuring that an authorised person signs their child/ren in and out of our service to confirm their attendance.

Regulation 158 states that the attendance record is to be signed by one of the following persons at the time a student arrives and departs:

7.1 The person who delivers the child to the service or collects the child from the service

7.2 A Nominated Supervisor or Educator, including the OSHC Director and OSHC Assistant Director.

## 13. School Programs (during OSHC sessions)

13.1 Parents/Carers need to inform the OSHC Director or the Responsible Person for the day of their child's involvement in any before or after school commitments including the following:

Sports programs

Music lessons

Counselling

Any other event or activity that the child is attending during their booked OSHC session.

13.2 By agreement with the school's sport coordinator, music teachers and other specialty teachers, the student will attend the practice, training or activity and then attend OSHC. The child may be dismissed from OSHC to attend the activity and then return if prior arrangement has been made.

13.3 While the child is participating in a school-organised activity, they will be under the direct care and supervision of the business or individual managing the activity.

13.4 If the student is in Reception, there will be a handover between the two activities.

**14. Children are only permitted to leave the service premises if (regulation 99):**

- they are given into the care of a parent, an authorised nominee/person named in the child's enrolment record, or a person authorised by the parent or authorised nominee
- they leave in accordance with the written authorisation of the child's parent or authorised nominee/person
- they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee/person
- they are given 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

**References and other Relevant Documents:**

-OSHC/Vacation Care Booking and Enrolment Form

-OSHC/Vacation Care Parents/Carers Handbook

-Vacation Care Policy

-Excursion Policy

-Child-safe environment

-All OSHC/Vacation Care Policies and Procedures

-National Quality Framework and My Time Our Place

-ACEQUA Policy Guide

[PolicyGuidelines\\_DeliveryOfChildrenTo&CollectionFromEducation&CareServicePremises.pdf \(acecqa.gov.au\)](#)

-St Francis School and OSHC/Vacation Care Website:

<https://www.sflockleys.catholic.edu.au/community/oshc>

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**Document Control:**

REVIEWED AND UPDATED:			
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September 2024	St Francis School OSHC  Alexandra Curtis (OSHC Director)	Written in consultation with Phil Schultz (School Principal and service Nominated Supervisor).  Document Version 2	September 2026

Approval Date..... 4.9.24  
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Thank you, St Francis School OSHC