# DROP OFF AND COLLECTION POLICY

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1 Aim

1.1 Provide a procedure for dropping off and collecting children, which is clear and ensures the safety and well being of all children in our care.

1.2 Ensure parents understand they are required to follow specific communication procedures to ensure we can provide high quality care of their children.

1.3 The Kids’ Uni Policies and Procedures apply to Kids’ Uni North, Kids’ Uni South, South Coast Workers Child Care Centre, Kids Uni iC – Preschool, After School Care and Vacation Care (Kids’ Uni OOSH).

2 Drop Off

2.1 Children are not to be left prior to the service opening When using After School Care at OOSH, children will be collected from their respective schools and signed in by an educator at the service.

<table>
<thead>
<tr>
<th>Service</th>
<th>Opening Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Day Care Centres (Kids Uni North, Kids Uni South and South Coast Workers)</td>
<td>7.30am</td>
</tr>
<tr>
<td>Kids Uni iC Preschool</td>
<td>8.00am</td>
</tr>
<tr>
<td>Kids Uni iC OOSH Vacation Care</td>
<td>8.00am</td>
</tr>
</tbody>
</table>

2.2 On arrival the person bringing the child is responsible to sign the child in on the attendance sheet next to the child’s name, indicating time of arrival and expected departure time.

2.3 Any points of information are to be recorded on the daily communication sheets, such as any particular requirements for the day and who will collect the child.

2.4 The person dropping off the child is to place their belongings in the designated locker.

2.5 The person dropping off the child must ensure that an educator receives the child/ren before leaving the service and that any special needs are communicated.

2.6 Should a child require medication of any kind, parents/carers must fill in and sign the medication form and have it sited and received by a qualified educator.

3 Collection

3.1 Children must be collected by the closing time of the service.

<table>
<thead>
<tr>
<th>Service</th>
<th>Closing Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Day Care Centres (Kids Uni North, Kids Uni South and South Coast Workers)</td>
<td>6.00pm</td>
</tr>
<tr>
<td>Kids Uni iC Preschool</td>
<td>3.00pm</td>
</tr>
<tr>
<td>Kids Uni iC OOSH (ASC / Vacation Care)</td>
<td>6.00pm</td>
</tr>
</tbody>
</table>
3.2 The authorised person collecting the child must sign the attendance sheet next to the child’s name, indicating time of departure.

3.3 The authorised person is to ensure that all belongings are collected.

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

3.5 Educators are to be notified if the persons collecting the child are to be later than stated on the attendance sheet and the child will be notified.

3.6 If the child is to be collected by a person whose name is not on the Hubworks online enrolment system as a person authorised to pick up the child, parents must have personally informed the Admin Office Staff as well as the Nominated Supervisor prior to pick up. This change should be confirmed in writing by fax/email if possible, and the person picking up the child should be asked to bring photo identification. (See Emergency Release Form). Parents to update Hubworks or authorise staff to do so.

3.7 The names and contact numbers of all people authorised to collect the child must be included in the enrolment information on Hubworks (the online enrolment system). Any changes to these must be completed on Hubworks or authorise Admin to do so.

3.8 The authorised person is required to give proof of identification (photo ID such as a driver’s license) to educators if they have not seen them previously. Women wearing a burqa may be asked to remove the burqa in a private area in front of a female educator if identification is required. A copy of photo ID IS to be obtained by educators and placed on child’s file.

3.9 Educators will not release the child to anyone who is not authorised without prior consent and in line with UOW Pulse Ltd Children’s Services policy.

3.10 If there is an emergency and the parent/carer or an authorised person cannot collect the child, the parent/carer must personally ring the service to let the Nominated Supervisor/Certified Supervisor know. While on the phone with the parent/carer, the Nominated Supervisor/Certified Supervisor must be completing The Emergency Release Form. The parent will be required to indicate who will collect the child, give a description and ask the person to provide staff with proof of identity e.g. Driver’s License or Proof of Age Card. A copy of photo ID is to be obtained by educators and placed in child’s file. Administration staff are to also be advised.

3.11 If the service has not been notified and someone other than the parent or authorised person comes to collect the child, educators will ring the parent to get his or her authorisation. The child will not be released from the service until proper authorisation has been received. The Emergency Release Form must then be completed.

3.12 All persons collecting a child who are not on the child’s enrolment form must provide photo ID before entering the playroom.

3.13 Children will not to be released into the care of persons not authorised to collect the child, e.g. court orders concerning custody and access. If an unauthorised person is not willing to leave the premises without the child the educator will call the police.
3.14 Nominated Supervisors are to ensure that the Authorised Nominee pick-up list for each child is kept up to date. **It is our policy that we do not allow anyone under the age of 18 to collect children.**

3.15 No child will be released into the care of any persons not known to educators. Parents must give prior notice where:

- the person collecting the child is someone other than those mentioned on the enrolment form, e.g. in an emergency situation. An Emergency Release Form must be completed. The person nominated by the parent must be able to produce some form of identification.
- There is variation in the persons picking up the child, including where the child is collected by an authorised nominee who is known to educators.

3.16 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 educators are to bring the matter to the person’s attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Educators are to suggest that they contact another parent or Authorised Nominee from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another Authorised Nominee, educators are to inform the police of the circumstances, the person’s name and vehicle registration number.

3.17 Educators cannot prevent a parent from collecting a child, but do have a moral obligation to persuade a parent to seek alternative arrangements if they feel the parent is in an unfit state to accept responsibility for the child.

3.18 All children must be signed **OUT** by a parent or Authorised Nominee in order for parents to be eligible for Childcare Benefit. This also assists educators in knowing who has left the service.

3.19 Children may leave the premises in the event of an emergency, including medical emergencies.

4  **Late Collection of Children Fee**

4.1 If a child remains in Children’s Services after closing time, the following will be applied:

i. An initial charge of $30.00 per child will be debited to the family account, together with a Penalty Fee at the rate of $1.00 per minute, per child, for the first 10 minutes.

ii. This penalty rate will increase to $3.00 per minute, per child after that first 10 minutes.

5  **Uncollected Children Policy**

If a child/children are not collected at service closure, two educators will remain with the child/children at the service and the following procedures must be adhered to:

4.1 **At Closing Time**

i. Contact parent/carer, if no response phone emergency contact numbers

ii. Educators are to detail details in diary.
4.2 Fifteen (15) Minutes After Service Closure
   i. Continue to contact parent/carer and emergency contacts.

4.3 Thirty (30) Minutes After Service Closure
   i. If it has not been possible to arrange for the child to be collected, follow Department of Education and Communities Abandoned Child Procedure, i.e. contact Child Protection Helpline 24 hours service on 132 111.

4.4 Inform the Nominated Supervisor/Manager of the situation.

Please Note: Under NO circumstances are educators to take the child home or release them into the custody of an adult without the appropriate authorisation.

6 Source
   Education and Care Services National Regulations 2011

7 Review
   This policy will be reviewed every 2 years and the review will include Management, Employees, Families and Interested Parties.

8 Version Control Table

<table>
<thead>
<tr>
<th>Version Control</th>
<th>Date Released</th>
<th>Next Review</th>
<th>Approved By</th>
<th>Amendment</th>
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<tbody>
<tr>
<td>1</td>
<td>February 2012</td>
<td>February 2013</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Reviewed. Late collection of children fee paragraph inserted.</td>
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<tr>
<td>2</td>
<td>February 2013</td>
<td>February 2014</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Paragraph inserted re application of policies across all centres. Migrated into new QA format.</td>
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<td>3</td>
<td>March 2013</td>
<td>February 2014</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Policy reviewed and the “drop off and collection” wording inserted from the Physical Environment policy. The review period changed to 2 years.</td>
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<td>4</td>
<td>Feb 2014</td>
<td>Mar 2016</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Policy reviewed to include Preschool, Hubworks and age of 18 to collect children.</td>
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<td>5</td>
<td>Mar 2016</td>
<td>Mar 2018</td>
<td>M. Gillmore – General Manager</td>
<td></td>
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