



DELIVERY AND COLLECTION OF CHILDREN, INCLUDING ABSENT OR MISSING CHILDREN POLICY

POLICY STATEMENT

Clovelly out of School Care will ensure that children arrive to and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

PROCEDURE

Delivery of Children

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must sign in using the Qik Kids Kiosk on the iPads in the service foyer and notify staff if they do not have kiosk log in authorisation.
- Children are prohibited from signing themselves into the service using their parents log in details.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child ensuring they have digital authorisation and have signed in correctly.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.

Collection of Children

- Children must be collected by the closing time of the service.
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details or has been authorised on the Qik Kids Kiosk. The collection list must be kept current and updated on a regular basis.
- The authorised nominee who is collecting a child must have kiosk authorisation to collect the child within the software program. All authorised persons must be linked through the kiosk and have their own pin code to sign out.
- Written authorisation must be given if children have permission to leave the service for extracurricular activities. In this case, the 'person in day to day charge of the service' would sign the child out of the service. Extra-curricular activity forms can be found on the centre website www.coosc.com.au
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The 'person in day to day charge of the service' will also request identification from the person collecting the child.



- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
- Children being collected by a person under the age of 16 years must have an authorisation signed by the authorised nominee.
- Children are not permitted to sign themselves in/out from the service.

Absent and Missing Children

- Families are responsible for marking their children absent in the QK enrol App or notifying educators as early as possible if children will be absent from the service.
- Educators will record the absences in the centre diary on the day they will be absent or mark them absent on the Qik Kids roll.
- Families will be informed of their notifying responsibilities upon enrolment and through the family handbook.
- If a child only attends after school care the families must notify educators when a child has returned from an extended absence so they know to expect the child at the service.
- Should a child not arrive at the service educators will:
 - Ask the other children of their knowledge of where the child might be.
 - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service. Inform the parent they will be charged the \$15 search fee for failing to notify the centre of the absence.
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
 - If the child is still unable to be located, educators will call the child's authorised nominees to gain further information.
 - Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
 - Continue to keep in contact with the school during this time.
 - If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
 - Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

Acknowledgement of Children's Arrival

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's arrival on the digital Qik Kids Kiosk.
- All children will be greeted by name by the educator signing the roll to ensure the correct child is being signed in.

RELEVANT DOCUMENTS FOR CONSIDERATION

Parent Handbook
Staff Handbook
Acceptance and Refusal of Authorisations Policy
Enrolment and Orientation Policy
Administration of Medication Policy
Providing a Child Safe Environment Policy



Version number	Date effective	Description of amendment
5	January 2023	Changes to wording

Considered and accepted by the Management Committee (representative) – A. Richardson

Considered and accepted by the staff (representative) – Katrina Thomas