

## 2.12 Delivery and Collection Procedure

**Statement:** This policy specifies the drop off and collection of children to and from the service. It ensures that children are protected and supervised at all times when arriving at the service or leaving. It ensures that the educators and parents are aware of the procedures in place if a child has not been picked up by end of the day, and the appropriate communication steps to follow.

**Background:** Elonera has different start and end times for some of the services. This policy is designed to facilitate the parent and staff understanding of the procedures to follow. There are contingency plans designed to protect and support the children, staff and families.

**Relevant Legislation:** National Regulations:

84 – Awareness of child protection law; 99 – Delivery and collection of children; 157 – Access for parents; and 158 – Children’s attendance record to be kept by approved provider 168 – Education and care service must have policies and procedures.

**Key Resources:** ACECQA, National Regulations, EYLF and NQS (QA2, 2.2 – Each child is protected), Child Protection Policy

### Procedures:

- Children are to be in care during the operational or booked hours only. The safety of children and educators is of primary importance.
- Times recorded are taken from the clock displayed at the centre.
- The operating times are as follows:

Service	Opening time	Fee structure
Long Day Care (Nido and 1G)	8:00 am to 4:00* pm	\$113/ day (CCS approved)
Morning OOSH (Primary Students)	8:00 am to 8:45 am	\$7/ session (CCS approved)
Morning Supervision	8:30 am to 8:45 am	No charge
Stage 1	8:00 am to 3:20** pm	Term fee – see fee structure
Stage 2/3/4/5	8:45 am to 3:00*** pm	Term fee – see fee structure
Stage 6	8:45 am to 3:15 pm	Term fee – see fee structure
OOSH	3:00 pm to 4:00 pm	\$15/ session (CCS approved)
OOSH (for children in 1G only)	4:00 pm to 5:30 pm	\$30/ session (CCS approved)
OOSH	3:00 pm to 5:30 pm	\$29.00/ session (CCS approved)
School Holiday Program (selected days only)	8:00 am to 5:30 pm****	\$92.00/ day (CCS approved)

\*Children in Stage 1G will be automatically signed in OOSH at 4pm if they have not yet been picked-up.

\*\*Children in Stage 1 will be signed into OOSH at 3:20 if they have not already been picked up.

\*\*\*Children in Stages 2,3,4 and 5 will be signed into OOSH at 3:15 OOSH if they have not already been picked up.

\*\*\*\*School Holiday Program is \$92 per day if pre-booked, or \$98 per session if not pre-booked.

### Drop off/ delivery

- No child can be dropped off before the opening time of the service.
- Children in Nido and Stage 1 must be signed in by an authorised pickup person and the time recorded. If the authorised pickup person forgets to sign, the Person in Day to Day Charge must sign the child in.
- Children are encouraged to say good morning to their class teacher and shake hands at the beginning of the day.
- The parents should say goodbye each morning.
- Children arriving in Morning OOSH will be signed in by the Person in Day to Day Charge and the time recorded.
- Children from Stage 2 and 3 will be signed in by the Person in Day to Day Charge and the time recorded.
- Children from Stage 1 are signed out of the Preschool service by a Stage 1 educator and into the OOSH service by the Person in Day to Day Charge and the time recorded.
- If the child requires medication for the day, this is to be handed to the Person in Day to Day Charge with the required documentation (available from the Office).

Service	Start time
Long Day Care (Nido and Stage 1G), Stage 1	8:00 am

Morning OOSH, School Holiday Program	8:00 am
Stage 2 and 3	8:45 am
Stage 4/5/6	8:15 am

### Pickup/ collection

- **Parents are asked to plan sufficient time to speak to staff, dress their child, collect the child's artwork, clothing, bag, food, and leave the centre by the closing time.**
- Children are encouraged to say goodbye to their class teacher and shake hands at the end of the day.
- Children in Nido and Stage 1 must be signed out by an authorised pickup person and the time recorded. If the authorised pickup person forgets to sign, then the Person in Day to Day Charge must sign.
- Children leaving school from Stages 2 and 3 will wait with the classroom teacher until the teacher has seen the authorised pickup person. They will then shake the child's hand and say "good afternoon" and the child is released.
- **Parents are to actively supervise their child from the point of collection and leave the site quickly to minimise traffic and congestion for the school community and our neighbours.**
- Children being collected from OOSH will be signed out by the authorised pickup person and the time recorded.
- If a child leaving school from any stage (including 4-6) has not been picked up by 3:15pm, they are required to attend OOSH
- Children from Stage 3/4/5/6 may leave with an older sibling/take public transport/ride a bike/ etc if an *Alternate Pick-Up* form has been completed.
- If the person picking up the child is not known to staff they will be required to provide photo identification (e.g. a drivers licence) and this information will be checked with Elonera's database (Xplor). If the person is not on the authorised pickup list, the parents or guardians will be contacted. If the parents are not contactable, the child must stay on the premises.
- If an attempt is made to take the child or an individual leaves with a child without authorisation, the police must be called using 000.
- Parents can give verbal permission for a child to be collected by someone not on the authorised contact list. This person will be required to show photo identification at the time of collection, and parents will be asked to fill out a new authorisation to collect form.
- If an authorised pickup person appears unwell or intoxicated, the educator will advise that they are to make alternative arrangements, such as a taxi or another authorised pickup person. If they refuse and leave with the child, the staff member will report the circumstances to the Head of School, Deputy, police and the parents. The incident will be documented.

Service	Close time
Long Day Care (Nido and Stage 1G)	4:00 pm
Stage 1	3:20 pm
Stage 2/3/4/5	3:00 pm
Stage 6	3:15 pm
OOSH	5:30 pm
School Holiday Program (selected days only)	5:30 pm

### Late collection

- Two educators will remain with the child(ren) at all times.
- Parents will need to advise Elonera if they will be collecting their child(ren) late. This prevents both the educator and the child from worrying.
- If a parent is unable to collect their child(ren) they must make alternative arrangements and advise Elonera.
- A late fee will be charged per child if not collected within their booked hours prior to the service closing.
- A *Late Payment Form* will be completed by the staff member for the parents to sign.

Pickup time	Late fee
1 to 15 minutes after the service closing	\$26
16 to 30 minutes after the service closing	\$52
31 to 45 minutes after the service closing	\$78
46 to 60 minutes after the service closing	\$104

- If child(ren) are not collected within one hour of the closing time of the service and no contact has been made with any family members the Police and/ or Family Services will be called. The Person in Day to Day Charge is to contact either the Head of School or the Deputy.

Time	Roles and responsibilities of staff
At closing time	Contact parent or other authorised pickups. Record in diary.
15 minutes after closing time	Contact parent or other authorised pickups. Contact emergency contacts.
30 minutes after closing time	Educators to inform Head of School or Deputy.
1 hour after closing	Head of School or Deputy to be informed. Police/ Child Services (132111) to be informed.

### Access for Parents

- When a child is enrolled and being cared for by Elonera, the parents of this child are allowed onsite at any time during the day, unless the parent poses a threat to other children or staff, or this request directly contravenes a Court Order. All parents must sign in at the Office if this visit is during school time.

### Other permissible ways for a child to leave the service

- If the child in on an excursion with the service.
- If there is a medical emergency and the child requires medical, hospital or ambulance treatment, in all situations the emergency contacts will be informed if possible.
- Other emergencies.

### Notification to Parents

- Parents and carers are to be notified 14 days before any changes are made to a policy or procedure as referred to in regulation 168 or 169 of the Education and Care Service National Regulations.

#### Document Control

Original release date:		March 2009			
This version of the guidelines will replace the following version:		Arrival and departure to preschool policy			
Document owners (initial sign off requirements):					
Head of School					
Process owners (final sign off requirements):					
Elonera Montessori School Board					
Revision and status:					
Rev. No.	Date	Change Description	Prepared by	Reviewed by	Approved by
1.0	2011 April		Elizabeth Goor		
2.0	24.08.2018	New title and major changes	Kati Passot		EMS Board
2.1	14.03.2019	Fee updates	Michelle Hoess		
2.2	02.03.2020	Minor changes and fee updates due to new class opening	Deputy / Business Manager / Head of School	Head of School	
Current status of this guideline:			Live		
Next review required:					



# Elonera Montessori School

## Late Pick Up (OOSH and Nido)

I understand that I picked my child \_\_\_\_\_ up late from OOSH/  
Nido.

The closing time was: \_\_\_\_\_  
I picked my child up at: \_\_\_\_\_

I understand that there is a late fee. I understand the fee will be billed to my account  
and I commit to paying the account.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name of parent/ guardian: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Nido/ OOSH: \_\_\_\_\_

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Office use only. Staff that stayed back:

Name	Regular finish time	Actual finish time



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## Alternative Pick- Up Form (Stage 3 and up)

I give permission for my child \_\_\_\_\_ from Stage \_\_\_\_\_ to  
leave school by making their own way home

- On public transport
- On their bike
- By walking
- With an older sibling \_\_\_\_\_
- Other \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name of parent/ guardian: \_\_\_\_\_