



# DELIVERY, ARRIVAL AND COLLECTION OF CHILDREN

2023

The  
After  
School  
Klub

## DELIVERY, ARRIVAL AND COLLECTION OF CHILDREN

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Attendance and enrolment records
	168	Education and care service must have policies and procedures
	176	Time to notify certain information to Regulatory Authority
QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities

### Purpose

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The Delivery, Arrival and Collection of Children Policy and Procedure outlines TASK's role in ensuring the safe arrival, delivery and collection of children attending TASK.

The safeguarding of children during their arrival at and departure from TASK will be facilitated through cooperative partnerships with families, children, and the school.

### Scope

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The policy and procedure encompass the following:

- The delivery of children to Before School Care by an authorised person.
- The delivery of children to school by TASK at the conclusion of Before School Care.
- The arrival of children to TASK following the conclusion of the school day.
- The delivery and collection of children by third party (extra-curricular) providers during session time.
- The collection of children from After School Care by an authorised person.
- The delivery and collection of children by an authorised person during Holiday Program.

### Duty of Care

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TASK's duty of care begins when the child both enters the licensed space and is signed in by an authorised person. TASK's duty of care ceases when an authorised person signs the child out.

## Accountabilities

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### TASK:

- Provide clear guidance to families, school staff and children on relevant delivery, arrival, and collection procedures.
- Provide authorised persons with access to TASK devices to enable sign and sign out process.
- Train and support service staff to understand, embed and consistently apply Delivery, Arrival and Collection procedures to safeguard children.
- Only permit an authorised person to sign a child out of a service session.
- Maintain a risk assessment for the safe arrival of children.

### Families:

- Each child must have a booking for the session being attended.
- All children booked in for Before School Care and Holiday Program must be signed in by an authorised person on the TASK device upon delivery.
- All children attending After School Care and Holiday Program must be signed out by an authorised person on the TASK device upon collection.
- Authorised persons of children attending third party (extra-curricular) providers must provide written permission for TASK to release their child into the care of another individual or organisation.
- Ensure TASK is supplied with any parental court orders related to a child.
- All known absences must be communicated to TASK prior to the session.
- Ensure children are aware of their afternoon routine and which afternoons they attend After School Care.
- TASK recommends that authorised persons are no younger than 16 years old.

### School Staff:

- Collaborate with service team to support the safe transfer of care to the school at the conclusion of Before School Care session.
- Collaborate with the service team to support the safe arrival of children from school to After School Care
- Collaborate and report to the service team regarding any illness, injury or incidents that may have occurred during school time that may impact a child's wellbeing during after school care.
- Collaborate with the service team to agree a service specific procedure that supports the safe arrival of kindergarten children to After School Care
- Collaborate to support access to suitable network connectivity to maximise functioning of sign-in/out devices.

### Children:

- At the conclusion of the school day, move directly and without delay to the After School Care sign in location.

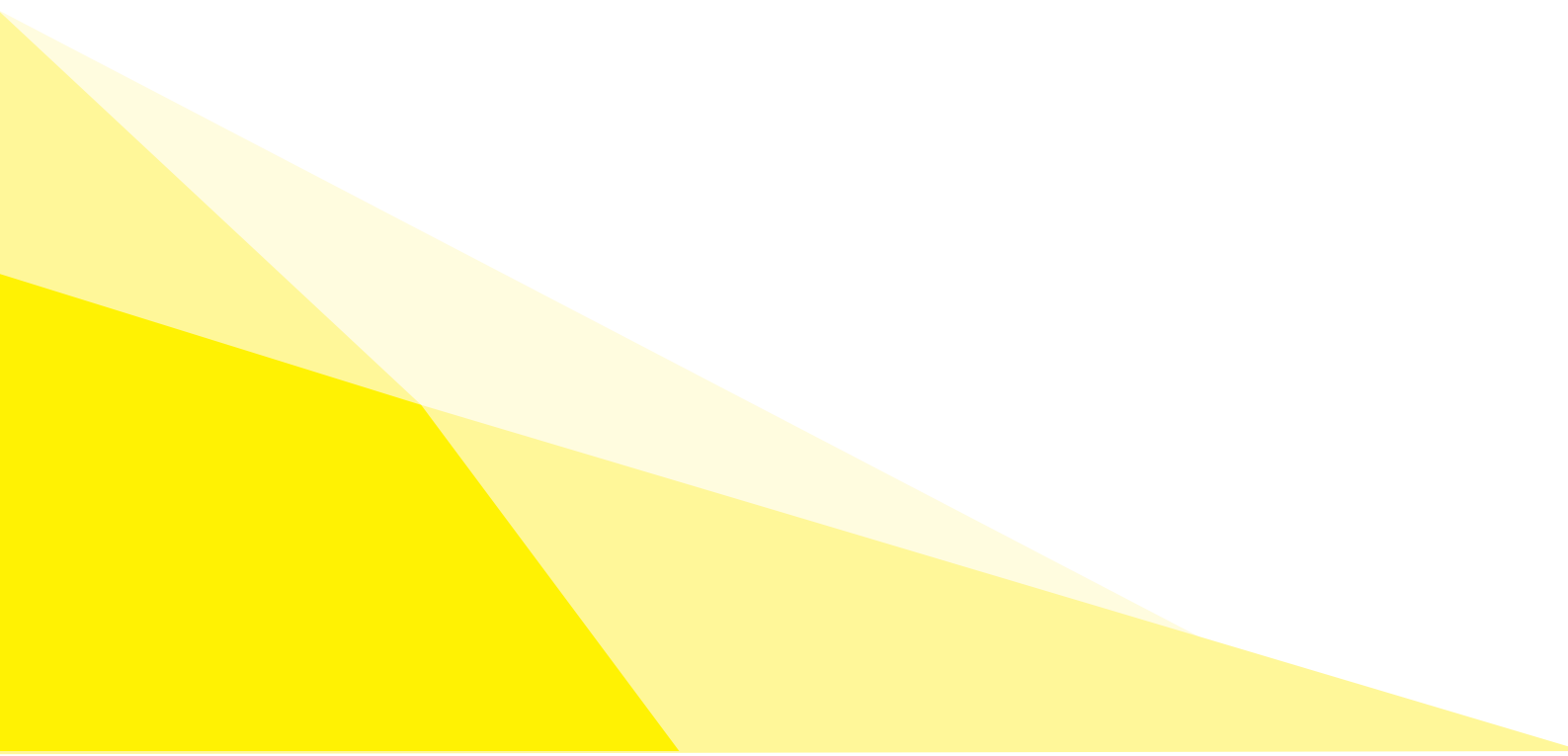
## Hours of Operation

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- TASK services operate at various hours from Monday to Friday, governed by the Service Approval and the OSHC license / contract for the school.
- Delivery, arrival, and collection of children is strictly confined to operating times only. Collection after the conclusion of operating times will incur late collection fees.

## Exceptions

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- TASK may release a child into the care of emergency services due to an emergency or where the child requires urgent medical assistance.
  - TASK may refuse the collection of children by authorised persons in circumstances where releasing the child will create unreasonable risk of harm.
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## Procedures

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### BEFORE SCHOOL CARE

	EVENT	ACTIONS
	Booking made by authorised person.	Parents/caregivers contact enrol team to ensure booking/schedule is current.
	Delivery of child to service.	Staff greet child and authorised person and welcome them to the service.
		If no booking exists, and child is enrolled, staff will contact Enrol Team for confirmation of booking. If TASK does not have a valid enrolment for the child, they are unable to attend the session.
	Delivery of child to service without an authorised caregiver.	If the child/ren arrives without an authorised person present, staff will contact parents/caregivers for authorisation and reiteration of TASK sign in procedures.
	Roll Call prior to delivery of children to school.	Staff will complete roll call on ESI and mark any absences.
	Delivery of children into the direct supervision of school staff.	Staff will ensure a direct handover and communication of incidents or health and medical needs that are relevant.
		Where school staff are not present or visible, staff will stay with children until school commences or staff arrive.

	RESPONSIBLE PERSON		ENROL TEAM
	FAMILY / CAREGIVER		EXTERNAL PROVIDER

## AFTER SCHOOL CARE

	EVENT	ACTIONS
	Booking made by authorised person.	Parents/ caregivers contact enrol team to ensure booking/schedule is current.
	Children arrive at service from school.	Children will arrive at designated meeting point or collected as per school agreement (e.g. kindy collection).
		Staff will greet children, sign them into the service via ESI and commence roll-call.
		If a child arrives without a booking, accept child into our care and call Enrol with child's name.
	Children arrive at service from TASK Bus	Refer to Safe Transportation of Children policy.
	Non-arrival of children	Refer to Non-Arrival of Children procedure.
	Children signed out of care	Authorised caregiver will sign child/ren out of care
		If identity of caregiver is unknown, staff shall ask for identification.
	Unauthorised person arrives to collect.	Staff will contact the primary caregiver and request written permission to release child into the care of the unauthorised person.
	End of session	Responsible person will ensure all children are accounted for and signed out of care prior to close of session.
	Late collection	Responsible person to email Enrol Team with reason for late collection.

	RESPONSIBLE PERSON		ENROL TEAM
	FAMILY / CAREGIVER		EXTERNAL PROVIDER

## HOLIDAY PROGRAM

	EVENT	ACTIONS
	Booking made by authorised person	Parents/ caregivers make booking via Hub Hello.
	Children arrive at service	Staff will greet child and authorised person and welcome them to the service.
		If no booking exists, and child is enrolled, staff will contact Enrol Team for confirmation of booking.
		Enrol Team will confirm booking if capacity allows.
		If child is not enrolled, they will be unable to attend the session.
	Children arrive at service without an authorised caregiver.	If a child arrives without an authorised person present, staff will contact parents/caregivers for authorisation and reiteration of TASK sign in procedures.
	Children signed out of care	Authorised caregiver will sign child/ren out of care
		If identity of caregiver is unknown, staff shall ask for identification.
	Unauthorised person arrives to collect.	Staff will contact the primary caregiver and request written permission to release child into the care of the unauthorised person.
	End of session	Responsible person will ensure all children are accounted for and signed out of care prior to close of session.
	Late collection	Responsible person to email Enrol Team with reason for late collection.
<b>EXCURSION DAY NON-ARRIVAL</b>		
	Child non-arrival, 1 hour prior to departure.	Primary Caregiver is contacted and reminded to drop off per Book Me conditions
	Primary caregiver does not respond to communication.	Staff to call Enrol Team to request support.
	Child non-arrival, 30 minutes prior to departure.	Primary Caregiver is contacted and reminded to drop off per Book Me conditions.

	RESPONSIBLE PERSON		ENROL TEAM
	FAMILY / CAREGIVER		EXTERNAL PROVIDER

## EXTERNAL ACTIVITIES

	EVENT	ACTIONS
	Authorisation	Authorised person will complete the before and after school activities permission form and send to the enrol team at the start of each term or when required.
	Summary of activities	Enrol Team updates document summarising extra-curricular activities and participants.
	Briefing	Responsible person will discuss the daily external activities during briefing meeting with educators.
	Collection of children from TASK	Responsible person will hand children over to the external activity teacher and sign the children out of care via ESI.
		If session begins during school/TASK transition/before roll call, Child must still attend TASK first and handover with external activity teacher must take place.
	External activity teacher arrives to collect child without permission form	The Responsible person to call authorised person to remind them of TASK process.
		Child is not able to attend external activity before permission form is received (email)
	Delivery of children to TASK	The external activity teacher will do a physical hand over to the Responsible Person.
		Staff will sign children back into TASK via ESI.
		Authorisation for any child departing directly via external activity must be provided to TASK in writing prior to the session.
	Late arrival of children following external activity	Commence Non-arrival of Children Procedure

	RESPONSIBLE PERSON		ENROL TEAM
	FAMILY / CAREGIVER		EXTERNAL PROVIDER



## NON-ARRIVAL OF CHILDREN

WHEN		EVENT	ACTIONS
<p>First &amp; highest priority at commencement of session.</p> <p>Teams will follow procedure without unnecessary delay.</p>		Initial non-arrival	Roll Call to confirm non-arrival
			Call Parent 1 <i>ONCE</i> to confirm absence
			If unsuccessful, call Enrol Team
		Confirmed absence	Mark child absent
			Relay information to service
		Unconfirmed absence	Continue to attempt contact with all authorised persons on enrolment
			Escalate to Executive Manager 30 minutes after session start
		Confirmed non-arrival	Enrol to inform Responsible Person immediately.
			Second roll call
			Responsible Person to complete local search for child (school grounds)
			If search unsuccessful, Responsible Person to inform Enrol immediately.
		Missing Child	Enrol Team escalate to local Police immediately
			Services Manager and CEO informed
			Maintain communication with Parent 1

	RESPONSIBLE PERSON		ENROL TEAM
	FAMILY / CAREGIVER		EXTERNAL PROVIDER

## RELATED FORMS

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RELATED DOCUMENTS	RELATED POLICIES AND PROCEDURES
Before and after school activities form	Acceptance and refusal of authorisation policy
External activities sheet	Enrolment and orientation policy
ESI steps	Safe transportation of child policy
Service Risk Assessment	Authorization for transport of children policy