Delivery and Collection of Children Procedure

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<th>Community Development</th>
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<td>Responsible Officer</td>
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<td>Affected Business Unit/s</td>
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Scope

The scope of this Procedure is to provide step by step guidelines to City of Stirling OSHC staff members, parents/guardians of children attending the centres and any authorised people in relation to their responsibilities for the delivery and collection of children attending the centres.

This Procedure applies to:

- All parents/guardians of children attending the OSHC centres
- All OSHC centre staff members including volunteers and students on work experience
- Any authorised people including emergency contacts, agency officers, or those given permission to collect a child.

Procedure

(1) Key Information:

- OSHC centre staff have a duty of care to children attending the centre.
- Each OSHC centre has the responsibility to ensure the health, safety and well being of all children attending the centre by ensuring that children are continuously under the care of those authorised to deliver, care for and collect them.
- All OSHC centres must keep accurate and up to date attendance records defining all arrival and departure days/times of all children attending the centre.

158 Children's attendance record to be kept by approved provider
(1) The approved provider of an education and care service must ensure that a record of attendance is kept for the service that—
(a) records the full name of each child attending the service; and
(b) records the date and time each child arrives and departs; and
(c) is signed by one of the following persons at the time that the child arrives and departs—
(i) the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
(ii) the nominated supervisor or an educator.

Education and Care Services National Regulations 2012 Part 4.7 Division 1 158

(1.1) Duty of Care:

- OSHC centres have a duty of care in relation to the children attending each OSHC centre, this duty of care also exists when the child is collected from the OSHC centre into the care of another person.
• If OSHC staff does not hand the child over to a person with joint or sole custody or another authorised person on the child’s enrolment form, this could lead to legal action against the centre.
• If the OSHC centre was to release the child to someone who the OSHC centre ought reasonably to have known did not have the required responsibility for the child, the centre may be held legally responsible for any consequences.
• However, a duty of care outlines the need for staff to not endanger a child by putting them in a situation that could be potentially dangerous.
• If a OSHC centre or staff member has reasonable doubts that a child could be placed in danger, then the child should not be given to that person, even if that person has legal authority.

(2) Delivery of Children:

(2.1) Attendance:
• When parents drop their children off at the service (vacation care) they must sign the attendance record including the time of delivery.
• OSHC staff who pick children up from school and deliver them to the OSHC centre (After School Care) must ensure:
  o their attendance list is up to date,
  o every child has been accounted for,
  o the time of arrival at the centre is recorded.
• Once the attendance record has been signed and time of delivery entered by the parent/guardian or carer or the parent/guardian/carer leaves the centre, the supervision of children on the premises becomes the responsibility of the OSHC staff members.
• An OSHC staff member will sign the attendance record if for any reason it has not been signed by the child’s parent/guardian and will monitor the attendance record regularly.
• OSHC staff should check the attendance book:
  o Immediately prior to the commencement of the session
  o During the session (if additional children arrive etc)
  o After the collection of the children after the OSHC session has ended.
• An OSHC staff member is also responsible for keeping the attendance record up to date by filling in details if additional children arrive.
• OSHC staff members are responsible for making sure that the attendance record accurately reflects the start time of the session and the actual time the child is picked up.
• The attendance record must be available at the entrance of the OSHC centre for parents/guardians/carers to sign their child/ren in on their delivery and to record their time of delivery.
• Parents/guardians who continuously do not complete the attendance record must be reminded of the OSHC centre’s procedures on the delivery of children to the OSHC centre.
• Parents will also be reminded that frequent failure to complete attendance records will result in parents not being eligible to claim Child Care Benefit (CCB) and the OSHC centre will not continue to provide fee reductions.

The custodial parent (including guardian or authorised person) should, if possible, record the arrival and departure times of their child or children attending care. It is best practice for the service to ensure these entries are signed or initialled by the custodial parent at the time of arrival and departure on each day of care.
This is important because attendance records are used to determine the hours or sessions of care for which CCB,CCR and Jobs, Education and Training Child Care fee assistance (JETCCFA) can validly be claimed.

Aust. Department of Education, Employment and Workplace Relations: Child Care Service Handbook 2011-2012Chapter 4 – Operating a Service Sec 4.6 (Recording Attendance – Signing Arrangements)

(2.2) Unenrolled/Enrolled Children Accompanying Parents:
• Children who accompany their parents/guardians/carers but are not enrolled in the OSHC centre session operating at that time, must be closely supervised and are the responsibility of their parents/guardians/carers while they are on the premises.
Parents are also responsible for supervising their enrolled children before the start of a session and before the child has been signed in the attendance book. Also parents are responsible for their children after an OSHC session once the child has been signed out of the attendance book.

(3) Collection of Children:

- An attendance record will be provided in which parents/guardians/carers will sign out their children on their collection from the centre and the time of collection.
- An OSHC staff member will complete this if it is not completed by the parent/guardian for any reason.
- Once the attendance record has been signed by the parent/guardian/carer and the time of collection noted, the child's supervision is the responsibility of the parent/guardian/carer while they are still on the premises.
- OSHC staff will only release a child to the parent/guardian, or a person authorised to collect the child.
- If staff are concerned that releasing a child to the parent/guardian or a person authorised to collect the child could put the child at risk, they must seek an opinion from the centre supervisor before making a decision.

(3.1) Authorisation for Collecting Children:

- Names and details of people authorised to collect a child from the OSHC centre must be specified on each child’s enrolment form at the time of enrolment.
- Any changes to these must be informed by the parent, preferably in writing or in a face-to-face conversation with OSHC staff members.

(3) An enrolment record must include the following information for each child—

(a) the full name, date of birth and address of the child;

(b) the name, address and contact details of—

(i) each known parent of the child; and

(ii) any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and

(iii) any person who is an authorised nominee; and

Note Authorised nominee means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.

Education and Care Services National Regulations 2012 Part 4.7 Division 1 160

- If the enrolling parent arranges for an authorised person to collect their child from the OSHC centre, they must contact the OSHC centre to advise the centre supervisor of this arrangement and confirm who will collect the child.
- OSHC centre staff are well within their right to ask for identification from any person collecting a child from the OSHC centre if they are unsure of the person’s authorisation to collect the child, e.g. if staff are unfamiliar with the person collecting the child.
- OSHC staff must be notified of any custody issues or court orders that may affect the collection of the child and who is authorised to collect the child on certain days.

Someone Other Than Authorised Person Arrives:

- If the centre has not been notified and someone other than the enrolling parent arrives to collect the child OSHC centre staff will contact the enrolling parent to obtain their authorisation which should be in writing wherever possible.
- The child must not be released until the enrolling parent’s authorisation has been obtained.
- Parents should fax or email authorisation to the OSHC centre detailing the name, address and telephone number of the person collecting the child.
- If written authorisation is not received the staff member will need to document the phone conversation and put with the child’s records.
If the authorised person is not known to the OSHC centre or the child, the enrolling parent will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity through Photo ID.

Encourage the parent/guardian when they are next at the centre to include this person on the child’s enrolment form.

See Appendix 17a: Unauthorised Person Arrives to Collect Child Flow Chart.

2) The nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).

4) The child may only leave the relevant premises if the child—
   (a) is given into the care of—
      (i) a parent of the child; or
      (ii) an authorised nominee named in the child’s enrolment record; or
      (iii) a person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child from the premises; or
   (b) leaves the premises in accordance with the written authorisation of the child’s parent or authorised nominee named in the child’s enrolment record; or
   (c) is taken on an excursion in accordance with this Division; or (d) is given into the care of a person or taken outside the premises—
      (i) because the child requires medical, hospital or ambulance care or treatment; or
      (ii) because of another emergency.

(5) In this regulation parent does not include a parent who is prohibited by a court order from having contact with the child.

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Unsuitable Authorised Person Arrives:

- OSHC staff members have a duty of care not to endanger a child by knowingly placing them in a situation that could reasonably be expected to be dangerous.
- For this reason, children should not be given in to the care of a person if OSHC staff have reasonable doubts that doing so would place the child in danger even if that person is authorised and has lawful authority to collect the child.
- If an OSHC staff member believes that an authorised person collecting a child from the centre is unsuitable then they need to discuss this with the centre supervisor.
- Situations where this can occur include:
  - Person seems ill or affected by alcohol or drugs, and does not appear to be able to safely care for the child
  - Young person such as a sibling does not seem sufficiently mature to safely care for the child.
- If it is agreed that the person is unsuitable, the child’s enrolling parent must be contacted and notified of the situation.
- The child’s parent/guardian must then organise another authorised person or themselves to collect the child.

Child Wishes to Leave Centre Unaccompanied:

- This may be to attend a club or evening activity before going home, or to ride their bicycle home.
- Parents/guardians must provide written authorisation before the day that states:
  - Full reasons for the child’s unaccompanied departure
  - Dates and times for which the authorisation is valid
  - Who will take responsibility for the child once they have left the centre (e.g. parent, coach, activity leader etc)
  - The child will be signed out of the centre by OSHC centre staff
  - The staff signature must be countersigned by the child’s parent/guardian within the week to verify the child’s departure time

If a Child Walks Out of the Centre:

- OSHC staff are to contact the child’s parent/guardian immediately and notify them of the situation.
- Staff are to attempt to contact the child (if they own a mobile phone) and recommend that the parent/guardian do the same
- If staff to child ratios allow, one staff member should try and find the child
- WA Police are to be contacted if staff believe the child is at risk of being harmed.
- Staff are to contact the City of Stirling Services Development Coordinator for further advice.

(4) Late Collection:

- It is the responsibility of the parent/guardian to collect their child promptly at the end of the OSHC session.
- It is understandable that that there may be isolated occasions when parents/guardians may be delayed.
- In this case it is important that parents/guardians telephone the relevant OSHC centre to advise of their lateness and expected time of arrival at the centre.
- If a parent/guardian is unable to collect their child by closing time they should arrange for another responsible adult to collect their child and advise the OSHC centre of these arrangements.
- This notification should be given in writing if the person is not specified on the child’s enrolment form and should include a full description of the individual if they are unknown to the OSHC staff and child.
- Photo ID is required in these circumstances.
- In an emergency only, verbal permission from the parents/guardian and the presentation of suitable photo ID is acceptable.
- If the parent has not contacted the OSHC centre and the child has not been collected by 6pm, the centre supervisor will call the parent/guardian.
- If they cannot reach the parent/guardian, the child’s emergency contacts on their enrolment form will be contacted to arrange an immediate collection.
- If no one can be contacted and the child has not been collected by 6.30pm, OSHC staff will follow the Children Not Collected at Closing time Procedure

(4.1) Late Collection Fees:
- OSHC centres are only licensed until 6pm, so for licensing and insurance reasons, all parents are encouraged to collect their children on time.
- Late collection fees for children collected after 6pm are as follows:

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<tr>
<td>$25.00</td>
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<td>$1.00 per min</td>
<td>from 6.02pm until</td>
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<td></td>
<td>collection</td>
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- One-off occurrences due to unusual circumstances will be considered by the OSHC centre supervisor on a case by case basis
- When the parent/guardian or emergency contact person arrives to collect a child they will be required to complete and sign a Late Collection Form, (See: Appendix 17b: Late Collection of Child Notification Form) which indicates the time of collection and confirms their understanding that a late fee will be charged.

**Definitions**

**Authorised Person:**  
A person whom the parents/guardians have given written authority to the centre to collect the child. This person must be aged 15 years or above.

**Attendance record:**  
The record provided by the centre for parents/guardians/authorised persons or OSHC staff members to sign and record times of arrival and departure.
**Delivery:**
Delivery of the child at the centre begins once the child and the parents/guardians/authorised person arrive on the premises and enters the time and signs the attendance record.

**Collection of Child:**
Occurs once the parents/guardians/authorised person has entered signed the attendance record prior to their departure with the child.

**Late Collection:**
When a parent/guardian/authorised person collects the child from the centre after the designated time for the session to end.

### Relevant Policies/Management Practices/Documents

Appendix 17b: Late Collection of Child Notification Form

Appendix 17a: Unauthorised Person Arrives to Collect Child Flow Chart.


### Legislation/Local Law Requirements

Education and Care Services National Regulations 2012 Part 4.7 Division 1 158
Education and Care Services National Regulations 2012 Part 4.7 Division 1 160
Education and Care Services National Regulations 2012 Part 4.2 Division 6 99

### Office Use Only

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