

## ARMIDALE OUT OF SCHOOL HOURS CARE

### Delivery and Collection of Children and Parental Access Policy

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| <b>Related documentation Policies:</b> | Child Protection Policy (including Providing a Child Safe Environment) Authorisations and Refusals, Enrolment and Orientation, Incident, Injury, Illness and Trauma, Excursion, Safe Use of Digital Technologies and Online Devices. Safe Arrival of Children Policy. |
| <b>Regulation/s/ Standards:</b>        | Education and Care Services National Regulations 86, 87, 99 – 102, 122, 123, 157 - 161, 168 – 172.<br>National Quality Standard Area 2.   |
| <b>Related procedures:</b>             | Workplace Health and Safety, Supervision.   |
| <b>References:</b>                     | ACECQA, Office of the Children’s Guardian.  |
| <b>Date effective</b>                  | November 2025   |
| <b>Date for review</b>                 | November 2028   |
| <b>Purpose</b>                         | To ensure the safe delivery of children to and collection of children from our services and that parents and guardians have access to their children at any time that education and care is being provided by Armidale Out of School Hours Care                       |
| <b>Responsibility</b>                  | Management, Nominated Supervisors, Responsible Persons, Educators and Families  |

#### Key information:

Children’s safety and wellbeing is of primary importance to Armidale Out of School Hours (OSHC) and we will use our best endeavours to ensure the protection of children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons to our Armidale OSHC service.

Armidale OSHC will ensure that Management, Nominated Supervisors, Responsible Persons and Educators are aware of their responsibility to safeguard children during their delivery to and collection from our services.

Armidale OSHC is also committed to ensuring that parents and guardians have access to their children at any time during the hours that education and care is being provided by our service. We promote collaborative, respectful partnerships between Armidale OSHC and families.

## Responsibilities:

### Approved Provider

- To ensure that obligations under the *Education and Care National Law and Regulations* are met.
- To ensure that there is an attendance record kept with: each child's name, the date and time they arrive and depart, the signature of the person who delivers and collects the child, a Nominated Supervisor, Responsible Person or Educator.
- To ensure that adequate risk assessments are completed and all relevant actions undertaken in relation to the period during which children are travelling between the education and care service and any other service which provides education or care to children.
- To ensure that there are systems in place so that children only leave Armidale OSHC:
  - If they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by a parent or authorised nominee,
  - In accordance with the written authorisation of the child's parent or authorised nominee,
  - If they are taken on an excursion or on transportation provided by Armidale OSHC, with written authorisation from the parent or authorised nominee, or
  - If they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.
- To ensure that an enrolment record is kept for each child which contains the information set out in Regulation 160 and 161 of the Regulations, including authorisations from families.
- To ensure that a parent who has been identified on the enrolment form has access to their children at any time during the hours that education and care is being provided by Armidale OSHC until such times as Armidale OSHC is supplied with Court Orders which state the parent no longer has care and control of the child or other such evidence to the satisfaction of Armidale OSHC is received which indicates that the parent no longer has care and control of the child.
- To ensure that the Nominated Supervisor and Responsible Person are provided with written details of the requirements of any legal court orders supplied, including whether any person has been forbidden contact with the child at the service.
- Should any incidents occur relating to the delivery of children to and collection of children from the service (e.g. a child being released to someone other than an authorised nominee) to ensure that the response meets all regulatory requirements, including implementation of *Incident, Injury, Illness and Trauma* procedures.
- To take reasonable steps to ensure that copies of the *Delivery and Collection of Children and Parental Access Policy* are readily available to Management Nominated Supervisors, Coordinators and Educators and that they follow the *Delivery and Collection of Children and Parental Access Policy*.
- To notify families at least 14 days before changing this Policy if the changes will:
  - Affect the fees charged or the way they are collected,
  - Significantly impact the service's education and care of children, or
  - Significantly impact the family's ability to utilize the service.

### Nominated Supervisor and Responsible Persons

- To implement the *Delivery and Collection of Children and Parental Access Policy*.
- To ensure that an attendance record is kept with: each child's name, the date and time they arrive and depart, the signature of the person who delivers and collects the child, a Nominated Supervisor, Responsible Person or Educator..
- To implement systems so so that children only leave the educators' service:
  - If they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by a parent or authorised nominee,
  - In accordance with the written authorisation of the child's parent or authorised nominee,
  - If they are taken on an excursion or on transportation provided by Armidale OSHC, with written authorisation from the parent or authorised nominee, or
  - If they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.
- To ensure that an enrolment record is kept for each child which contains the information set out in Regulation 160 and 161 of the Regulations, including authorisations from families.
- Should any incidents occur relating to the delivery of children to and collection of children from the service (e.g. a child being released to someone other than an authorised nominee) to ensure that the response meets all regulatory requirements, including implementation of *Incident, Injury, Illness and Trauma* procedures.
- To act upon all requirements of any legal court orders supplied, including whether any person has been forbidden contact with the child at the service.
- To ensure that a parent who has been identified on the enrolment form has access to their children at any time during the hours that education and care is being provided by an Educator until such times as Armidale OSHC is supplied with Court Orders which state the parent no longer has care and control of the child or other such evidence to the satisfaction of the Nominated Supervisor is received which indicates that the parent no longer has care and control of the child.

### Families:

- To be aware of and follow the *Delivery and Collection of Children and Parental Access Policy*.
- Provide authorisations in their child's enrolment form and ensure the information is kept up to date.
- To deliver and collect their child within service opening hours.
- Complete the attendance record when their child arrives and leaves, including the date and times they arrive and depart and their signature or PIN.
- To communicate any changes of circumstances that may impact Armidale OSHC practices related to the travel of their child between \Armidale OSHC service and any other education or early childhood service, for instance, if the child will be absent from care.
- To provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

- Families may not capture images of any children, including their own, on any device while at the service. Families are also not permitted to bring devices onto the premises of a Family Day Care service.

#### **Unexpected Circumstances and Exceptions:**

If the Nominated Supervisor, Responsible Person or Educator believes that parent's entry would pose a risk to the safety of themselves or the children in care, or if they are aware that the parent is prohibited from contact by a Court Order they should notify Management immediately and place themselves and the children in care into lockdown. Armidale OSHC Management will:

- Attempt to communicate with the child's other parent or guardian or an authorised nominee, and if these attempts are not successful
- Seek assistance from the Police, and
- Provide appropriate support to Armidale OSHC team members while the incident is being dealt with.

If a parent or authorised nominee has not collected a child in care and cannot be contacted, Armidale OSHC will use their best endeavours to contact the parent or authorised nominee. Should these efforts prove unsuccessful the Police and the Regulatory body will be contacted.

If a parent or authorised nominee appears to be under the influence of alcohol or another drug which may impair their ability to care for the child, the Nominated Supervisor or Responsible Person will communicate with the person and may suggest that another authorised nominee be called. If the parent or authorised nominee chooses to leave with the child, or if they begin to pose a threat to the Nominated Supervisor, Responsible Person or Educators the child will be released into the care of the parent or authorised nominee and Armidale OSHC will immediately lodge a report with the Police and the Child Protection Helpline 132 111.

If an unauthorised person removes a child from care, the Nominated Supervisor, Responsible Person or Educator will notify the Police on 000 and Management immediately. Management or the Nominated Supervisor will lodge a report with the Regulatory body within 24 hours of the notification.