



# Marton Activity Centre

## MAC Policy

<b>DELIVERY &amp; COLLECTION OF CHILDREN</b>	Document ID	: POL013
	Amendment No	: 6
	Quality Area	: MACQA2
	Approved By	: Management
	Approval Date	: 04/2019
	Review Date	: 04/2020

*To ensure the safety of children at our Service our Arrival and Departure policy is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called.*

### **POLICY STATEMENT**

Marton Activity Centre aims to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

### **SCOPE**

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

### **PROCEDURES**

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

### **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 record the date and time of arrival of the child.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.

- 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.
- Educators will assist families with their child's transition to the service when a child is distressed or upset.
- The Coordinator / Responsible Person or delegated staff member will review the attendance record. Where parents or authorised persons have not signed in, the staff member will record that the child is in attendance. Parents will be asked to complete this record and in the future be reminded to sign in and out.

### **DELIVERY TO SCHOOL**

- Children will be signed out of MAC after the first morning bell, once children get their name marked off, they will make their own way to the playground.
- All Kindergarten children in the first 5 weeks of Term 1 will stay at MAC until the bell for class time goes. An Educator will then escort them to their classroom or silver seats.
- Children with Additional Needs may be escorted by an Educator to their classroom once they have had their name marked off if required.
- Children will not go to the school playground until the first bell goes where a teacher is on duty.

### **COLLECTION FROM SCHOOL**

#### **KINDERGARTEN CHILDREN**

- An educator will collect all Kindergarten children from their classroom during Term 1, 2 & 3.
- Kindergarten parents will be notified (verbally and via email) 2 weeks before the end of Term 3 about Kindergarten walking to MAC themselves by Week 3 of Term 4.
- During Week 1 of Term 4, children will be reminded that they will begin walking to MAC themselves.
- Week 2 of Term 4, children will begin walking themselves to MAC from their classrooms with 2 Educators spread along the path from the Kindergarten Classrooms to MAC.
- Week 3 of Term 4, children will be walking themselves to MAC.

#### **CHILDREN WITH ADDITIONAL NEEDS**

- Children with additional needs (as required) will be collected by an Educator, from their classroom and will then be escorted to MAC and get their name marked.
- Children in first to sixth grade will make their way to MAC and be signed in by Educators.

## 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. The collection list must be kept current and updated on a regular basis.
- The authorised nominee who is collecting a child must sign in to on the iPad and sign in all children. This will give each child an automated time of sign in.
- Written authorisation must be given in the child's enrolment form if children have permission to leave the service for extracurricular activities. In this case, the Coordinator / Responsible Person would sign the child out of the service.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- 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 or verbal authorisation will be sought from an authorised nominee before the child is able to leave the service. The Coordinator / Responsible Person will also request identification from the person collecting the child or the Coordinator / Responsible Person will call the authorised nominee.
- 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.
- Should a parent or authorised nominee arrive to collect a child, who appears affected by alcohol/substance or shows concerning behaviour, a MAC Educator will attempt to delay the person and assist in making alternative arrangements.
- Staff should not intervene if feeling threatened but are to call the police and alert them to the situation. If such a situation arises:
  - Keep the person at the service by engaging them in a conversation, preferably away from the children and offering some type of refreshment (if applicable)
  - If possible, without danger move all children to a safe area away from the danger or violent person/s by saying "lollies under the cola"
  - If possible, without danger to staff, discourage the person leaving with the child. Whilst the safety of children is the focus, the personal safety of staff must not be placed at risk.
  - Contact a person nominated on the enrolment form to come and collect the child.
  - Advise the Coordinator / Responsible Person / Nominated Supervisor of the situation.
- If the person ignores all requests and leaves with the child, and staff determine that the child is at risk of harm, then the Coordinator / Responsible Person / Nominated Supervisor will immediately:
  - Ring the Police (000)

- Explain the situation and relay details of vehicle (make, colour & registration), Name and address of person affected.
- Report the incident to Community Services Helpline on 133627  
Notify Management Committee if Police have been called.
- Before closing the service, Educators must follow Marton Activity Centres Lock Up Procedure which goes through all areas of MAC.

### **ABSENT AND MISSING CHILDREN**

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
  - Ask the other children of their knowledge of where the child might be.
  - Approach the school office and ask for information regarding the child's attendance at school.
  - 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.
  - 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 return to the service and 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.
  - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
  - Complete procedure of calling parents. If can't get hold of parents, then the school can confirm the child's absence.
  - If the school office said the child was at school and you still can't get in contact with their parents/caregivers or any of their emergency contacts, then contact Sutherland 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 name and arrival time at the service.

#### **LATE COLLECTION OF CHILDREN**

- If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two Educators are present.
- Instruction to parents; "Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$15 per 15 minutes or part thereof will be charged (e.g. if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)".
- If you know that you are going to be late, please notify the Service: If possible, make arrangements for someone else to collect your child.
- If you have not arrived by 6:00pm you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child.
- Due to licensing and insurance purposes, if by 6pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect.
- A sign will be displayed at the Service notifying you of your child's whereabouts. If this occurs, we will be obligated to contact Family and Community Services and inform them of the situation.

## CONSIDERATIONS NATIONAL QUALITY STANDARDS (NQS)

<b>Quality Area 2: Children's Health &amp; Safety</b>		
<b>2.1.1</b>	<b>Well-being and comfort</b>	Each child's well-being and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
<b>2.2</b>	<b>Safety</b>	Each child is protected
<b>2.2.1</b>	<b>Supervision</b>	At all times, reasonable precautions and adequate supervision to ensure children are protected from harm & hazard.
<b>2.2.2</b>	<b>Incident &amp; emergency management</b>	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
<b>2.2.3</b>	<b>Child Protection</b>	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

<b>Education and Care Services National Regulations and National law NSW</b>		
<b>Reg 99</b>		Children leaving the Education and Care service premises.
<b>Reg 158</b>		Children's attendance record to be kept by approved provider
<b>Reg 161</b>		Authorisations to be kept in enrolment record.
<b>Reg 167</b>		Education and care services must have policies and procedures

### SOURCE

Australian Children's Education and Care Quality Authority (2014)
Early Childhood Australia Code of Ethics (2016)
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.
Guide to the National Quality Framework (2018)
Revised National Quality Standard (2018)

### SERVICE POLICIES/ DOCUMENTATION

<b>Polices</b>	<b>Documents</b>
Acceptance and Refusal of Authorisation	Parent Handbook
Enrolment and Orientation	Staff Handbook
Administration of Medication	
Providing a child safe environment	