



MONTESSORI STEPPING STONES & WAABINY OSHC DELIVERY AND COLLECTION OF CHILDREN POLICY



PURPOSE

Montessori Stepping Stones (MSS) aims to ensure that the attendance of all children enrolled is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children, or arrange with the service for an authorised person to do so. MSS's quality practises for delivery and collection must be followed in every instance, to ensure the safety and wellbeing of children at all times.

MSS will ensure the protection of children not collected by closing time. Families are expected to abide by our opening and closing hours, except in an extreme emergency. MSS is unable to provide care to children after hours on a regular basis.

SCOPE

All people involved in the delivery and collection of children at MSS relating to the education and care of children at Montessori Stepping Stones – as well as children, families, educators and staff who assist in the continuous improvement and implementation of quality practices.

DESCRIPTION/GENERAL

All children have the right to experience quality care and education in an environment and provisions for their health and safety. The Education and Care Services National Law (WA) Act 2012 requires that approved provider/nominated supervisor/coordinators take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorised persons is a key aspect of children's safety.

- Legislation and Government Requirements
- Laws relating to protection of privacy and confidentiality; duty of confidentiality arising from contract with parent; to whom and when information must be disclosed;
- Western Australia laws relating to child protection;
- Education and Care Services National Law (WA) Act (2012);
- Education and Care Services National (WA) Regulations (2012)

CHILDREN'S NEEDS

Arrival and departure routines to be relaxed and happy and transitions from home to MSS and vice versa protect the child's wellbeing.

FAMILIES' NEEDS

Delivery and collection of their child to be stress free and provide reassurance that their child will be safe and not be released to unauthorised people, further clear late pick up procedures and MSS' understanding if they are unavoidably delayed.

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EDUCATOR/STAFF NEEDS

Time to discuss matters with families at the beginning and end of the day with clear guidelines to follow in the event that a child is not collected and what is expected in order not to compromise their own commitments after normal work hours, which may include overtime pay by ongoing late arriving families.

MANAGEMENT NEEDS

Families to take responsibility for their child and not to misuse the MSS commitment to the wellbeing of the children in their care as well as dependable and understanding staff who can rely on support from relevant agencies and departments when in need.

ARRIVAL AT THE SERVICE

On arrival at the service families/children must report directly to the educator to signal their arrival at the centre.

Educators will welcome families and children on arrival and seek to engage the day's planned activities.

Any personal items must be put inside the child's bag, which should be hung up in the nominated area, unless it is medication. Medication needs to be handed to the educator/teacher.

Any medications must be given directly to the teacher/educator who will check the family has completed an MSS.F42 Authority to Administer or Self Administer Medication form, and then store the medication in the appropriate place. Medication Forms must be filled in by the educator together with the parent and signed by the educator and parent/guardian.

Fruit will be placed in the fruit bowl in the child's room.

Educators and families or children may need to exchange information at this time in preparation for arriving at or departing from the service. If this exchange impacts on the supervision of other children then supervision will take priority and the exchange may need to be documented in the daily diary, emailed or communicated vi telephone later. If this exchange of information involves discussions about private or personal details, the discussion will take place in a private area in accordance with the MSS.P01 Confidentiality and Privacy policy.

ATTENDANCE RECORD

Accurate attendance records will be kept and checked each day, by educators and management using the Xplor childcare management system.

The enrolling parent/guardian or authorised person who brings or collects the child to the service, must sign their children in and out of the service using the Xplor HUB, or Xplor Home app.

When a child arrives at the centre unaccompanied by the parent (i.e. where a child is collected after attending school) educators/staff will record the time of arrival or departure.

Note: Children with incomplete attendance records may not be eligible to claim Child Care Subsidy for the incomplete sessions

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AUTHORISATION FOR COLLECTING CHILDREN

The names and contact numbers of all persons authorised to collect children from MSS (including emergency contacts) must be included on the child’s enrolment form. Any changes to these authorities **must be advised in writing to MSS via email** by the enrolling parent/guardian as soon as possible, and before any authorised collects are made.

If the enrolling parent/guardian arranges for an authorised person to collect their child from the service, they **must advise in writing to MSS via email** of this arrangement and confirm who will collect the child.

Anyone who is collecting a child, and is not their parent or guardian, but an authorised person to collect, as stated above, must provide current photo identification to the staff/educator prior to collecting the child.

If MSS has not been notified and someone other than the enrolling parent/guardian arrives to collect the child, the nominated supervisor/educator will contact the enrolling parent/guardian to obtain their authorisation, which will need to be provided in writing via email as well.

The child will not be released until the enrolling parent/guardian's authorisation has been obtained. If the authorised person is not known to the service, the enrolling parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide photo identification.

LATE COLLECTION

Montessori Stepping Stones (MSS) hours of opening are clearly displayed at the entry to the service.

Parents/guardians who are unavoidably detained and are unable to collect their child at the negotiated collection time must email or telephone MSS to advise of their lateness and expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another authorised adult to collect the child and advise MSS of this arrangement. This advice should be in writing if at all possible.

Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.

If the parent/guardian has not contacted MSS and the child has not been collected 10 minutes after the centre closing time, the service will attempt to telephone the parent/guardian or if this is not possible telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted, and the child has not been collected 30 minutes after the service's normal closing time, educators will follow MSS.OP31 Late Collection procedure.

ONGOING STRATEGIES

The policy on delivery and collection of children will be highlighted to parents at the time of enrolment, and provided in writing on request.

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As part of ongoing security reviews and changes, the door lock codes will be changed regularly. All parents will be informed of these changes via the nominated email provided on the enrolment form. We would encourage parents/guardians to pass on the updated codes for the doors only to persons nominated for authorised collection of their children.

Montessori Stepping Stones will ask families to update their own, and their emergency contact numbers as they change. A system of regular reminders will be implemented through Xplor notifications, emails, and signage around the service.

Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours, if the family does not have relatives or friends on hand to assist.

Families are required to plan their day in order to ensure they are at the centre prior to closing time.

Our educators may need time to give parents/guardians information about their child's day. Our staff and educators also have evening commitments they wish to fulfil, and families who are waiting for them to come home.

Our policy will be reviewed regularly with educators, and agreements reached as to how the staffing of late collections will be managed. Management understands that an educator's personal situation may limit their ability to remain at the service after hours, and will not impose pressure on educators to unwillingly take on these extra duties.

Where families are continually late to collect children, the following process will be followed to address continuing issues:

- The nominated supervisor/educator will speak with the parent to discuss any difficulties the parent is experiencing in collecting their child by closing time. Strategies for the parent to adhere to service hours will be discussed, and the parent will be asked to give a commitment to implementing these strategies.
- On the next late collection (MSS will need to decide on the time frame for this i.e. within 2 weeks, 1 month, or more), a letter will be sent to the parent advising them that another late collection of their child may result in cancellation of their place at the service.
- If there is a further late collection (within MSS' decided time frame) the family's enrolment will be cancelled.
- Where a number of families are continually late the service may consider surveying parents to see if there is sufficient need to consider extending the hours of opening. This will increase the cost of the service provide, and would lead to an increase in fees.

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WAABINY OSHC – COLLECTION/DROP OFF AT SCHOOL

At Waabiny OSHC we provide a morning drop off, and afternoon collection service to Mater Christi and Divine Mercy schools. This involves our educators escorting the children to, or from their classroom at Mater Christi, or designated area at Divine Mercy College. You will need to provide details on the enrolment form to enable our educators to coordinate this effectively. Some older children make their own way to Waabiny OSHC in the afternoon, and do not require our collection service.

If you are picking your child up on a day that they are booked in, you must advise MSS in writing via email, or if it is a last-minute change, via phone as well. If a child that is booked in for the afternoon has not arrived by 2:55 pm (Divine Mercy) or 3:15 pm (Mater Christi), the service coordinator or room leader will contact the teacher or school administration to see if they are still in the classroom or on school premises, or have been picked up by their parent/guardian. If they cannot be located, the procedures in MSS.OP31 Late Collection will be followed.

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