
	Management Area: Children's Services	Version No: 5.0 Pages: 6
	Category of Procedure: Operational	Approval Date: 23/02/2024 Procedure Approver: Head of Children's Services
Procedure Title: Delivery and Collection of Children Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

Delivery and Collection of Children Procedure

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1. Purpose

This procedure will ensure all educators meet their duty of care in providing a safe, supervised environment, especially during transition times.

2. Scope

The scope of this procedure applies to all Board members, Sub Committee members, educators, and volunteers. This procedure applies to all YMCA Member Associations. For the purposes of this document, we refer to these as the YMCA. All Policies and Procedures must conform to this procedure.


3. Procedures

Arrival and Departure

- All children must be signed in and out of the service via an iPad, from the legal guardian, or as authorised on the child's enrolment form with an independent login and time of collection. For our ELC services, an authorised person must be 18 years or older, for our OSHC services, an authorised person can be 16 years or older. Failure to either sign the child in and out may result in the loss of Child Care Subsidy for that day.
- Families must speak to staff to ensure they are aware of the child's arrival or departure.
- In emergency circumstances only, the parent or guardian can consult with the service in writing to authorise any other person, 18 years or older for ELC or 16 years or older for OSHC, and not on the authorised pick-up list to collect the child from the service. The educators will then be inform of the change and the daily visitor attendance register on the iPad will be used. The person collecting the child must provide photographic identification such as a current driver's license.
- At collection, if the parent or authorised nominee does not appear to be fit to take the child then negotiations can be made to have another authorised contact pick up the child. The director and area manager will be called. Lockdown will be required if the unfit person is uncooperative.
- When required, police will be called and notifications to the regulatory authority and CARL will be made.
- If an unauthorised person attempts to pick up the child against court orders, the child will be taken well away from exit points and the person will be asked to leave in a professional, calm manner. Lockdown will be required if the unauthorised person is uncooperative. The parent, director, and area manager will be called as well as the police as required.

OSHC - The YMCA OSHC staff will sign the children out of BSC as they depart and into ASC when they arrive at the service.

Transitions - between the OSHC service and school/preschool

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A risk assessment will be developed for each service identifying the specific process their service follows based on the guidance below. All drop off and collection of children will occur on foot (unless specified in an individual service risk assessment which will follow the transport policy and procedure). If the route involves crossing a road, this will ideally be done at a pedestrian crossing. If there is not one available, the nominated supervisor will determine the safest route, and this will be documented in a risk assessment. Road safety and expectations will be discussed with children prior to their departure from the service, school or preschool.

The nominated supervisor is responsible for ensuring that all staff are aware of, and follow, this procedure and associated risk assessment.

Before School Care

Children who

- attend preschool
- are in
 - reception
 - year one
 - year two
 - in a disability/special needs class
- have been identified as needing additional assistance


will be accompanied to their classroom by an educator at the conclusion of the before school care session. The children will be handed over to their classroom teacher/ESO/school staff member and they will be signed out of the before school session. Alternatively, these children will be collected from the OSHC service by their teacher/ESO/school staff member at the conclusion of the before school care session. The children will be handed over by an educator and they will be signed out of the before school session. The process used at the service will be highlighted in the risk assessment.

Children in year three and above, who do not require any additional assistance, will be signed out from the OSHC service at the conclusion of before school care and dismissed into the school yard, only when a teacher is on yard duty.

After School Care

Children who

- attend preschool
- are in
 - reception
 - year one
 - year two
 - in a disability/special needs class
- have been identified as needing additional assistance


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will be accompanied to the OSHC service by their teacher/ESO/school staff member at the conclusion of school. The children will be handed over to an educator and they will be signed in to the after school session. Alternatively, these children will be collected from their classroom by an educator at the conclusion of school. The children will be handed over by their teacher/ESO/school staff member and be signed in to the after school session. The process used at the service will be highlighted in the risk assessment.

Children in year three and above, who do not require any additional assistance, will leave their classroom at the conclusion of school and make their way over to the OSHC service, only when a teacher is on yard duty. Children will be allowed 15 minutes to arrive at the service from the conclusion of school. When they arrive, they will be signed into the service. If children do not arrive, educators will follow the missing child procedure.

Parents are responsible for letting the service know if their child will not be in attendance. E.g they have been collected by them from school, they went home unwell during the school day.

The nominated supervisor will work in conjunction with the school/preschool to ensure the process is clear and they are aware of when children will be in our duty of care and when they will be in the schools/preschools duty of care.

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4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the procedure and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate procedure awareness to all educators on the appropriate implementation and use of the procedure.</p>
Responsible Persons	<p>Nominated supervisor/service management will oversee the implementation and service adherence of the procedure.</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this procedure and implementing strategies to help prevent non-compliance with this procedure.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this procedure.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the procedure.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this procedure.</p> <p>Responsible for raising concerns or complaints in accordance with this procedure.</p>

5. Definitions

Duty of Care

A common law concept refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury.

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CCS

The Child Care Subsidy (CCS) is the main way the Australian Government helps families with childcare fees. Providers must be approved by the department to receive CCS on behalf of families.

6. Key Relevant Documents

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)
- Delivery and Collection of Children Policy

7. Monitoring Evaluation and Review

This procedure will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

8. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	12/07/2023	Refined procedure. Removed incorrect nominated supervisor information. Removed duplicate information. Updated legislative and industry requirements. Added policy reference. Updated document name.		
3.0	23/02/2024	Updated to include the transition between service and school/preschool.	23/03/2024	July 2026
4.0	26/05/2025	Scope updated.	26/05/2025	May 2027
5.0	24/09/2025	Updated collection age.	29/09/2025	September 2027