

POLICY STATEMENT

TWOOSH will ensure that children arrive and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their responsibilities, and accounting for the whereabouts of children at all times whilst in the service's care.

REFERENCES AND CONSIDERATIONS

- Education and Care Services National Law 2010
- Education and Care Services National Regulation 2011 (99,158-161,168,176)
- Children and Young Persons (Care and Protection) Act 1998
- Child Protection (Working with Children) Act 2012
- National Quality Standard: Quality Area 2.3 & 7.3

Related TWOOSH documents

- Family Information Booklet
- Policy A-2 – Acceptance and refusal of authorisation
- Policy A-3 – Enrolment and orientation
- D-5 – Managing medical conditions and administering medications

PROCEDURES

Dropping off children

- ◆ Children are not to be left at TWOOSH unattended at any time prior to TWOOSH opening hours.
- ◆ A child must be electronically signed in via the Xplor Home APP at the time of drop off.
- ◆ The person dropping off the child must ensure that Educators are aware of the child's presence before leaving TWOOSH, and that any additional needs are communicated to the educators.
- ◆ If a child requires medication to be administered whilst at TWOOSH, the person dropping off the child must inform the RP on duty to ensure the correct medication form has been filled out, and check the prescription label in accordance with TWOOSH Administration of Medication procedures.
- ◆ All children are expected to come to TWOOSH straight from their classroom when school finishes at 3 pm. TWOOSH is not legally responsible for these children until they are signed in by an Educator.
- ◆ Special arrangements may be made for a child attending from the Inclusion Support Unit where TWOOSH Educators may collect the child directly from their classrooms.
- ◆ If the child is attending an extra-curricular activity then Educators must ensure all documentation has been received as required by Policy A-2.

- ◆ Arrangements are made in Term 1 each year for TWOOSH Educators to pick up the kindergarten children from their classroom area. School teachers are responsible for identifying which children attend TWOOSH with the support of TWOOSH bag tags & Educators.
- ◆ Children must be picked up by TWOOSH closing time.
- ◆ Any person who is picking up a child from TWOOSH must be listed as an authorised person on the child's enrolment form with their contact details. The pick up list must be kept current and updated on a regular basis by the Director.
- ◆ The authorised person who is picking up a child must log in to the Xplor Home APP to electronically sign the child out.
- ◆ Educators must be aware of each child's departure from TWOOSH to ensure the child is only picked up by an authorised person listed on their pick up list.
- ◆ Educators should be notified as soon as possible if the authorised person will be later than expected and the child will be informed to avoid unnecessary anxiety.
- ◆ If a person who is not on the pick up list arrives to pick up a child, written authorisation will be sought via email from an authorised person before the child is able to leave TWOOSH. The Responsible Person/Educator will also request identification from the person picking up the child and an Educator will need to sign the child out using the Xplor Playground APP. Guardians will then need to confirm this sign out the next time they drop off or pick up.
- ◆ In the case of an emergency where a child's authorised person cannot pick up the child and someone not on the pick up list will be picking up the child, TWOOSH must be notified by phone as soon as possible by an authorised person. Written authorisation should be gained where possible, however verbal consent and an identification check will be sufficient in the case of an emergency. Educators will sign out the child as above.
- ◆ Educators are to ensure that children are not permitted to sign themselves out or leave TWOOSH without an authorised person, unless written authorisation from the authorised person has been given to attend an extra-curricular activity.
- ◆ Persons must be over the age of 16 to be authorised by the Guardian to pick up children from TWOOSH. If an under-18 year old person is picking up the child, they will need to notify an Educator that they are picking up the child, and an educator MUST sign the child out using the Xplor Playground APP. Guardians will then need to confirm this sign out the next time they drop off or pick up.

Late pick up

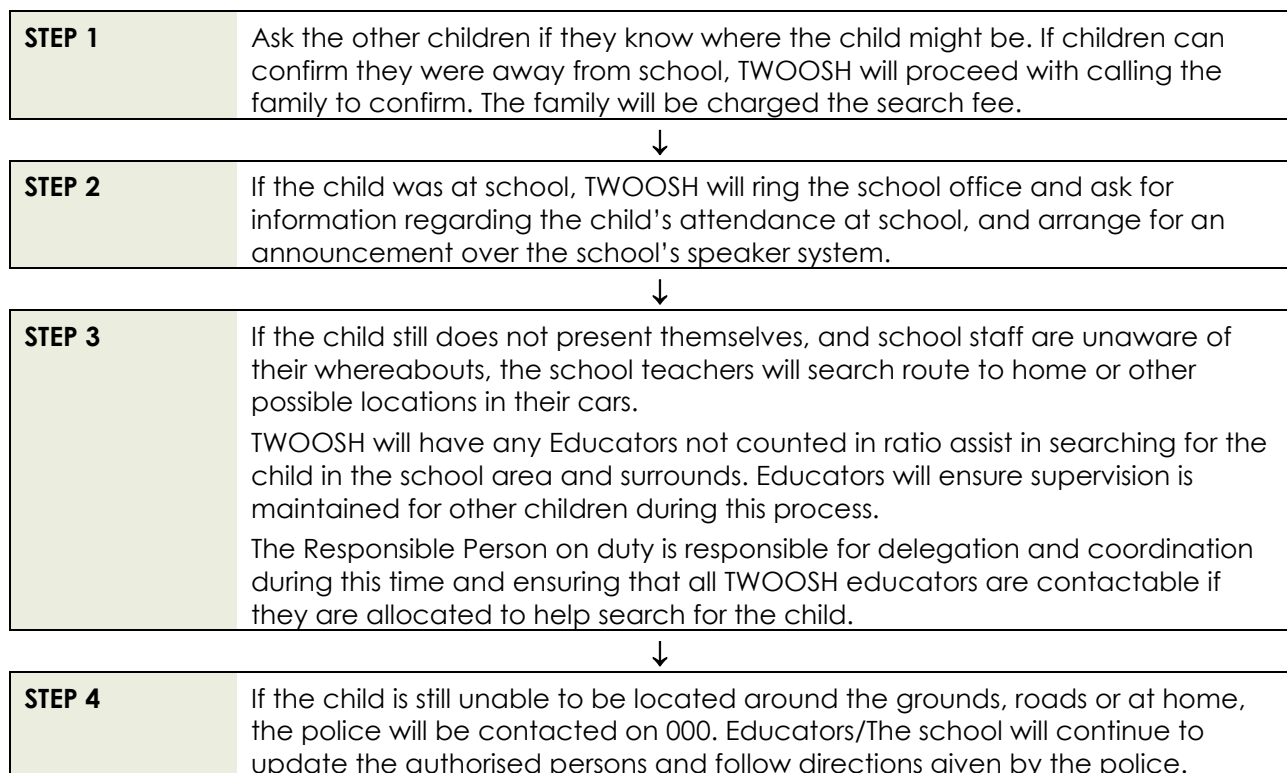
- ◆ If a child is not picked up by 6.15pm the Responsible Person will contact the guardian/authorised person by phone.
- ◆ If contact is not made with the guardian/authorised person, the Responsible Person will continue to try and contact all emergency authorised persons.
- ◆ When all attempts are made to contact and locate the guardians/authorised persons and it is after 6.45pm the Responsible Person is to contact the Director, police and the child protection helpline for mandatory reporters on 132 111 to advise them of an abandoned child.
- ◆ The Director will inform the Management Committee President of all action taken.
- ◆ The Educator/Responsible Person must record all details of the situation and action taken on an Incident Form. The person taking responsibility for the child's care when they leave TWOOSH must sign this form. This should occur even if the child is picked up by a nominated emergency contact person after TWOOSH closing time.

Absent and missing children

- ◆ TWOOSH is not legally responsible for the child until the child is signed in to TWOOSH.
- ◆ Guardians will need to mark their absences on the Xplor Home APP, as early as possible, but before 3pm for afternoon attendances.
- ◆ A non-notification/search fee of \$10 is charged to families who fail to notify TWOOSH by 3pm that their child will not be attending that afternoon.

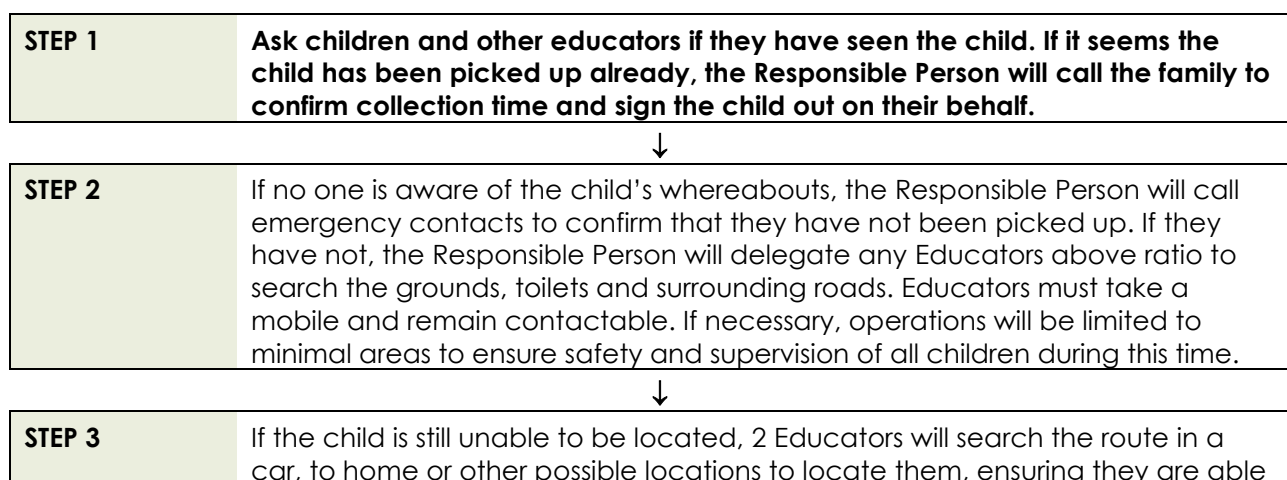
- ◆ Families will be informed of responsibilities to notify TWOOSH of absences during enrolment and through the Family Information Booklet.

Procedure for children who are absent without notification



- ◆ TWOOSH will continue to keep in contact with the school during steps 2-4.
- ◆ The Educators will inform school staff of any leads regarding children going to a friend's home or any other place.
- ◆ If the child is found in another location outside of the school, the responsibility lies with the school teachers to return them to the grounds or have an emergency contact collect them. However, if the child is spotted within walking distance, the Educators above ratio are able to walk to collect and escort the child back to TWOOSH if it is approved by the Responsible Person and the school is notified.

Procedure for children who are missing after TWOOSH sign in



to be contacted via mobile. If found within walking distance the Responsible Person is to be called and notified. The child will be asked to walk back with 1 Educator while the other follows in their car. If located at a distance far from TWOOSH, the emergency contact will be called to come and meet them at the location.



STEP 4 If the child is still unable to be located once their home and surrounds are checked, the police will immediately be contacted on 000 and emergency contacts of the child are to be kept updated. TWOOSH will follow instructions given by police.

Notification to the Department of Education and Communities (DEC) within 24 hours will be necessary, along with notification to the Management Committee and the school.

Non-custodial parent access

- ◆ As long as normal identification procedures have been proven either Guardian can pick up a child from TWOOSH.
- ◆ In line with legal obligations a Guardian cannot be prevented from picking up their child unless a court order has been issued preventing such access.
- ◆ If a court order has been issued preventing a non-custodial Guardian access to your child a copy of the original court order must be on file at TWOOSH. Unless we have a copy on file at TWOOSH we cannot prevent access of a Guardian to their child. Photographic identification is required for easy identification.
- ◆ If we have a copy of this court order and a prohibited Guardian attempts to contact or pick up their child, we will inform them that we cannot allow them access and request that they leave the premises in line with the court order.
- ◆ If they refuse to leave without their child we will implement a lockdown procedure.

Revisions

Date of next review: May 2026

Date	Reviewer	Approved by
Nov-2016		TWOOSH Management Committee
17.09.18		TWOOSH Management Committee
03.06.19		TWOOSH Management Committee
14.09.20	MK	TWOOSH Management Committee
09.05.22	SR	TWOOSH Management Committee
30.10.24	EH	TWOOSH Management Committee