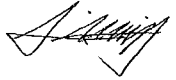
 YMCA We build strong PEOPLE strong FAMILIES strong COMMUNITIES	Management Area: CHILDRENS SERVICES	Pages: [04] Version No: [02] Date: [01/12/2009]
	Sub section (if applicable):	Signed: 
Policy Title: DROPPING OFF AND PICKING UP		Author: CHILDCARE TASKFORCE

1. Scope

- 1.1. Staff, management, families & children.

2. Policy Statement

- 2.1. The YMCA aims to provide a procedure for dropping off and picking up children which is clear and ensures the safety and well being of the children in our care.

3. Related Policies & Procedures/Guidance Notes

- 3.1. Confidentiality Policy
- 3.2. Administration
- 3.3. Collecting Children: Absent Children
- 3.4. Collecting Children: Missing Children
- 3.5. Collecting Children from School
- 3.6. Duty of Care

4. Responsibilities & Delegations


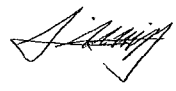
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The Childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

5. Considerations

- 5.1. Q& A Principles.
- 5.2. Customer service.
- 5.3. OH&S
- 5.4. Medication

6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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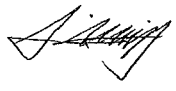
PROCEDURES

DROPPING OFF

- Children are not to be left at the centre at any time prior to the opening hours of the centre.
- On arrival the person bringing the child is responsible to sign the child in on the sign-in sheet next to the child's name, indicating time of arrival.
- Any points of information are to be recorded in the daybook, such as any particular requirements for the day or any changes to who will collect the child. A notification of change will have to be completed in writing.
- Children are to place their belongings in the appropriate place.
- The person dropping off the child must ensure that a staff member is aware of the child's presence before leaving the centre, and that any special needs are communicated. All staff should be aware at all times who is entering the centre. Staff are to acknowledge all parents and children upon arrival
- Staff should encourage parents to notify them if the child has had a difficult start to the morning.
- Should a child require medication of any kind, parents must fill in and sign the medication form. (See Medication Policy and Network's Guidelines for Adminstrating Medication).

PICKING UP OF CHILDREN

- Children must be collected by the closing time of the centre.
- The authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating time of departure.
- The authorised person and children are to ensure that all belongings are collected.
- The authorised person, being 18 years & over, must ensure that a staff member is aware that they are taking the child from the centre.
- Staff are to be notified if the persons collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the appropriate staff member prior to pick up. This change should be confirmed in writing by fax or


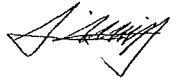
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via email, if possible, and the person picking up the child be asked to bring identification.

- The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.
- If the Primary Guardians are separated or divorced, two separate registration forms are to be filled out if both parties have different people who they authorise to pick up the child.
- The authorised person is required to give proof of identification to staff if they have not seen them previously.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to let us know. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity e.g. license or any photo identification.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.
- The Primary Guardian is to ensure that all Court Documents are shared with the centre manager. Copies are to be made and placed in the family file. Also see Participation & Access policy
- The Centre Manager is to ensure that any Court Documents are shared with the relevant staff members.

If the person collecting the child insists on taking the child with them you must do the best you can to prevent this happening. The staff person in charge is to explain to the person calmly and clearly that the Police will be called should they try to remove the child from care. If the person physically removes the child from the centre you are to notify the police and identify the registration number of the vehicle used. Do not put yourself, staff or any children in a position where they could be injured.

- When a child is not collected at closing time. Staff will call the parents or emergency contacts when the parent is not contactable. As per the Fee Policy families will be charged \$1.00 per minute per child. If staff are not able to contact anyone, the Manager will be notified. After 30 minutes the police should be called. Staff should never transport children in their own vehicle. A note should be left on the centre door to notify the parent of the child's whereabouts.

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7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009

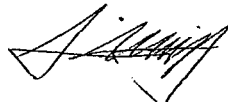
I endorse the Dropping Off and Picking Up Policy.

Name: *Maryann Rupnik*
Childrens Services Program Manager

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*
Group Manager

Signature: 

Date: 7 December 2009