



Delivery & Collection of Children Policy

Philosophy Statement

Epic Holiday Camps are committed to creating a fun and safe environment for school-aged children to enjoy meaningful **real-world experiences** to remember forever. With a focus on **learning through play**, we offer exciting **age-matched activities** to support children in gaining confidence, developing their identity and enhancing their **health and wellbeing**. Organisational culture is important to us and we strive to build teams of motivated, fun and **engaging teachers** who children and families can **respect and trust**. Effective communication with children and their families underpins everything we do, ensuring we foster respectful relationships and **continually improve** our program delivery.

Policy Rationale

EPIC Holiday Camp strives to meet the care needs of parents and children in the community. For the wellbeing and safety of all children, the service has developed procedures to ensure the safe release of children to and from the service.

Hours of Operation

- The service operates each Monday to Friday from 8.30am - 5.30pm during school holiday periods, with the exception of Public Holidays. The service will operate during the Summer Holiday period for a set period of weeks to be defined on the website in term 4 of each year.
- If sufficient parents feel that these hours do not suit their needs then this can be communicated to the EPIC Holiday Camp Head Office. Hours of operation may be reviewed in relation to available resources.

Procedures

Collection of Children

- All children will be signed in and out either electronically or by written signature by an authorised person/s. Each authorised person will be able to create and use his or her own unique PIN and are not to be shared with anyone.
- Authorised persons include parents/guardians (except where a parent/guardian is prohibited by a court order from having contact with the child), nominees named in the enrolment or booking form and any person nominated by a parent/guardian or authorised nominee named on enrolment form or where written consent has been received. Children may also be released into the care of a person because of an emergency or when the child requires medical, hospital or ambulance care(R99, R 161).



- It is the responsibility of parents/guardians to complete their child/ren's enrolment or booking form to ensure that the appropriate people who may collect their child/ren are listed accordingly on the enrolment form.
- It is the responsibility of parents/guardians to ensure that the service is made aware of any court orders that are in place in regards to contact with the child. These court orders are to be provided to the service to ensure that we are able to ensure the wellbeing and protection of the child. When court orders exist, the service will not be able to honour the booking, unless court orders are received prior to the child's attendance.
- Educators will refer to the FullyBooked enrolment management system in relation to who is authorised to collect a child and will request photo ID for those persons that educators have not met before, prior to children being permitted to leave the program. If a person arrives to collect a child from a program, educators will contact the child's parent / guardian immediately. Educators cannot release a child to a person who is not listed as an authorized person or nominee on the child's enrolment record.
- Children will not be released to any person visibly affected by drugs/alcohol.
- Responsibility for the children begins when the child enters the premises and is signed in by the authorised person.
- EPIC Holiday Camp responsibility ends when the child is signed out by the authorised person.
- No child will be permitted to travel home or to another activity alone unless written approval is received by an authorised person, however, the service does not encourage this practice. These records will be kept in the child's individual file.
- Children will not be accepted into the service before 8.30am.
- If by 5.30pm a child has not been picked up from program then:
 - At 5.35pm educators will telephone parents / guardians.
 - If contact cannot be made, at 5.40pm educators will contact nominated emergency numbers to try to arrange collection of the child.
 - If unsuccessful, educators will contact the EPIC Holiday Camp Head Office.
 - At 6.00pm EPIC Holiday Camp will contact the Department of Health Human Services Child Protection for direction if no contact has been made with parents/guardians/authorised persons. Management is contacted to be advised of the action offered by the Department of Health and Human Services.
 - A staff member with all required qualifications will remain with the child at all times until the child has been picked up.
 - The parent will be charged a late fee of \$1.00 per child for every minute after the closing time.
 - In instances where a parent/guardian knows they will be late collecting the child, we request that the parent/ guardian arrange an alternate pick up and contact the service to provide details.

Contact Numbers



Contact numbers for the Department of Human Services Child Protection Services are:

- Child Protection After Hours Service: 13 12 78
- Victorian Police: 000

References:

ACECQA National Quality Framework Resource Kit (2012)

Quality Area 2 – Children’s health and safety

Quality Area 6 – Collaborative partnerships with families and communities

Education and Care Services National Regulations (2011), R 160, 161, 168, 99