
Bendigo Regional YMCA Children’s Services – Delivery and Collection of Children Policy

Mandatory – Quality Area 2

Policy Number	CS 2.17	Version	1
Drafted by	JB	Approved by CEO on	24.03.2018
Responsible Person	CSM	Scheduled Review date	24.03.2019

1. OBJECTIVE

This policy and procedures will ensure the safe delivery and collection of children being educated and cared for at Bendigo Regional YMCA Children’s Services (BRYMCA).

2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, educators, bus drivers, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities.

3. POLICY

BRYMCA is committed to providing a safe environment for children by ensuring they are signed in and out each day in accordance with legislative and regulatory requirements.

A duty of care exists at all times the child is attending a children’s service. In addition, the service has a duty of care to a child while he/she is on the service’s premises even if he/she hasn’t yet been signed into the service or has been signed out of the service, and is legally under the care and supervision of the parent/guardian (refer to *Supervision of Children Policy*).

4. RESPONSIBILITIES

BRYMCA is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service, including when children are collected late from the service.
- notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident, including when a child has left the service unattended by an adult or with an unauthorised person
- ensuring parents/guardians have completed the authorised nominee section of their child’s enrolment form, and that the form is signed and dated
- ensuring authorisation procedures are in place for excursions and other service events
- providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child’s commencement at the service.
- providing an attendance record that meets the requirements of Regulation 158(1) and is signed by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day

- ensuring that there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency
- ensuring that there are procedures in place when a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child (refer to *Attachment 1 – Authorisation procedures*)
- ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed (refer to *Attachment 1 – Authorisation procedures*)
- ensuring that there are procedures in place if an inappropriate person attempts to collect a child from the service (refer to *Attachment 3*)
- ensuring procedures are in place for the care of a child who has not been collected from the service on time (refer to *Attachment 4*)

All Educators, Room Leaders. OSHC Supervisors are responsible for:

- ensuring children are adequately supervised at all times
- ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these or in the case of a medical emergency or an excursion
- ensuring a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
- ensuring that educator-to-child ratios are maintained at all times children are in attendance at the service, including when children are collected late from the service
- following the authorisation procedures (*Attachment 1*) in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child
- following the authorisation procedure (*Attachment 1*) if an unauthorised person arrives to collect a child from the service
- following the procedures to ensure the safe collection of children (*Attachment 3*)
- following the procedures for late collection of children (refer to *Attachment 4*)
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring the attendance record is signed by the parent/guardian, authorised nominee, Nominated Supervisor or an educator, detailing the child's time of arrival and departure from the service
- informing Supervisor/Coordinator/Director staff immediately if a child has left the service unattended by an adult or with an unauthorised person
- displaying an up-to-date list of the telephone numbers of the YMCA, DET, Child FIRST, DHS Child Protection Service and the local police station.

4.1 For Children using a YMCA transport system, arriving at the service by public bus or walking unsupervised to the service:

BRYMCA is responsible for:

- ensuring a risk assessment is completed for all situations where children arrive at a service by bus/walking

- ensuring that all staff, including relief staff are aware of which children arrive at the service by bus/walking, and that they contact parents immediately if a child that is normally on the bus/walking does not arrive at the service (*Refer Attachment 6 Bendigo YMCA OSHC Non Arrival Procedure*)
- ensuring the appropriate Venue Information Form is completed for children using the Castlemaine Transport System or Echuca Transport System and that the form is uploaded to the Notes section of the child's electronic enrolment record (*Refer Attachments 8 & 10*)
- ensuring any alternative transport arrangements are documented and authorised by the child's parents; and uploaded to the Notes section of the child's electronic enrolment record

All Educators, Room Leaders. OSHC Supervisors are responsible for:

- ensuring that children are signed in either by the bus driver or by a member of staff
- ensuring relevant procedure is followed (*Refer Attachments 7 & 9*)

5. LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- *Children, Youth and Families Act 2005 (Vic)*, as amended 2011
- *Children, Youth and Families Act 2005 (Vic)*, as amended 2012
- *Education and Care Services National Law Act 2010*: Sections 167, 170
- *Education and Care Services National Regulations 2011*: Regulations 99, 168(2)(f)
- *Family Law Act 1975 (Cth)*, as amended 2011
- *Child Safe Standards*
- *National Quality Standard*, Quality Area 2: Children's Health and Safety Standard 2.3: Each child is protected

6. DEFINITIONS

The terms defined in this section relate specifically to this policy.

Attendance Record	Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation 158(1)).
Authorised Nominee	(In relation to this policy) a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.
Duty of care	A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all foreseeable risk of injury.
Family member	In relation to the child, means: <ul style="list-style-type: none"> • a parent, grandparent, brother, sister, uncle, aunt or cousin of the

	<p>child, whether of the whole blood or half-blood, and whether that relationship arises by marriage (including a de facto relationship), by adoption or otherwise, or</p> <ul style="list-style-type: none"> • a relative of the child according to Aboriginal or Torres Strait Islander tradition, or • a person with whom the child resides in a family-like relationship, or • a person who is recognised in the child's community as having a familial role in respect of the child.
Inappropriate person	A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g. a person under the influence of drugs or alcohol (Act 171 (3))
Incident, Injury, Trauma and Illness Record	Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service
Medication record	Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication if required (Regulation 92). A sample medication record is available on the ACECQA website.
OSHC	Outside School Hours Care
Serious Incident	An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an <i>Incident, Injury, Trauma and Illness Record</i> (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DET) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.
Unauthorised Person	(In relation to this policy) is a person who is not a parent/guardian, family member, authorised nominee, emergency services or medical personnel, or a person who holds a current working with children check card.

7. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Educators, Bus Drivers, OSHC Supervisors, Room Leaders	<ul style="list-style-type: none"> • All Educators, Bus Drivers, OSHC Supervisors and ELC Room Leaders are responsible for the daily implementation of the policy.
Directors and Coordinators	<ul style="list-style-type: none"> • Directors and Coordinators will oversee the implementation

	and service adherence to this policy
Community Services Manager	<ul style="list-style-type: none"> • Is responsible for ensuring suitable resources and support systems to enable compliance with this policy. • Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Seek individual community feedback and facilitate an active consultation process with service users as appropriate.
CEO	<ul style="list-style-type: none"> • Policy Approval

8. MONITORING, EVALUATION AND REVIEW

BRYMCA management team is responsible for formally reviewing and updating this policy every twelve months, in consultation with representatives from key stakeholder groups. Small changes and additions may be made outside of the formal review to ensure the policy remains relevant and current. We retain records of each review undertaken. Such records may include minutes of meetings and documentation of changes to policies and procedures that result from a review.

9. ATTACHMENTS

Attachment 1: Authorisation procedures

Attachment 2: Authorisation Form

Attachment 3: Procedures to ensure the safe collection of children

Attachment 4: Procedures for the late collection of children

Attachment 5: Bendigo YMCA OSHC Non Arrival Procedure

Attachment 6: Castlemaine ASC Transport Scheme Procedure

Attachment 7: Castlemaine ASC Venue Information Sheet

Attachment 8: Echuca ASC St Mary's Transport Procedure

Attachment 9: Echuca ASC Venue Information Sheet

ATTACHMENT 1

Authorisation procedures

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.

COLLECTION BY AN UNAUTHORISED PERSON

The OSHC Supervisor/Lightning Reef ELC Room Leader will:

- request that the parent/guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
- accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
 - all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
 - the verbal authorisation is documented and stored with the child's enrolment record for follow-up
 - photo identification is obtained to confirm the person's identity on arrival at the service
 - ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (*Attachment 2*) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
- ensure that fax or email authorisation is stored with the child's enrolment record
- ensure the attendance record is completed prior to child leaving the service
- refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
- contact police if the safety of the child or service staff is threatened
- implement late collection procedures (refer to *Attachment 4*) if required
- notify the YMCA Lightning Reef Director or OSHC Coordinator in the event that written authorisation is not provided for further follow-up.

ATTACHMENT 2

Authorisation Form FOLLOWING COLLECTION BY AN UNAUTHORISED PERSON

To be used as a follow-up to a verbal/email/fax authorisation when the parent/guardian or authorised nominee is next at the service

I _____ authorised by telephone/email/fax (please circle)

for my child/ren (write name/s) _____ to be

collected from [Service Name] on _____ by:

Name: _____

Address: _____

Telephone number: _____

This was a one-off occasion and this person is **not** to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed: _____ (Parent/guardian or authorised nominee)

Date: _____

This form will be attached to the child's enrolment form.

Authorisation form

To be used where the parent/guardian or authorised nominee is able to provide prior written authorisation

I _____ authorise

Name: _____

Address: _____

Telephone Number: _____

to collect my child/ren (write name/s) _____

from [Service Name] on .

This will be a one-off occasion and this person is **not** to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed: _____ (Parent/guardian or authorised nominee)

Date: _____

This form will be attached to the child's enrolment form.

ATTACHMENT 3

Procedures to ensure the safe collection of children

ATTEMPT AT COLLECTION BY AN INAPPROPRIATE PERSON

Early childhood educators have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person (refer to *Definitions*).

Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed.

- Consult with the OSHC Supervisor or the Lightning Reef Director/OSHC Coordinator, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the educator fears for the safety of the child, themselves or other service staff at any time, contact the police immediately.
- Complete the *Incident, Injury, Trauma and Illness Record* and give to direct supervisor
- Inform the Lightning Reef Director/OSHC Coordinator as soon as is practicable, and at least within 24 hours of the incident.
- YMCA Lightning Reef Director/OSHC Coordinator will Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring (refer to *Definitions*).

ATTACHMENT 4

Procedures for the late collection of children

It is the responsibility of parents/guardians to arrive to collect their child before the centre closing time. The BRYMCA recognises however that there may be isolated occasions when parents/guardians may be delayed through no fault of their own and will require contact to be made to the service notifying of alternative collection arrangements of their child.

Educators must check the collection time and the nominated person for collection of the child (where applicable) on the sign in sheets. If it is a significant time after the time written down or it is after closing time then the following procedure is to be followed:

- Reassure the child that everything is ok.
- Contact the nominated person to see if they are on their way to collect the child and when their expected arrival will be.
- If the nominated person is unable to be contacted, contact the authorised people listed for collection on the enrolment form.
- If you are unable to contact anyone listed on the enrolment form by 15 minutes after closing time you must inform the Director or the next person in charge.
- After 30 minutes has lapsed from centre closing time, if no one from the authorised persons list on the enrolment form is able to be contacted, the Director or the next person in charge will contact the local police on 5448 1300.
- Educator to Child ratios are to be maintained at all times until the child is able to be collected.

Script in the event of contacting police:

“Hello my name is.....I am an educator at (name of service)

I have a child in attendance at our service who has not been collected by the nominated person listed on the collection form and I have also tried to contact all of the authorised nominees on the child’s enrolment form and am unable to get a hold of any of them.

I am calling to see if you are aware of any incidents involving (the family’s name.....) that may have prevented them from collecting the child?”

When Child is collected after closing time:

- Upon arrival the authorised person collecting the child will sign the child out on the attendance record.
- Late Collection Form to be completed stating time of collection and signed by Educator and person collecting the child.
- A late collection fee of \$20.00 will be charged per child to the family account for collection after 6.00pm up to 15 minutes and an additional \$20.00 for every further 15 minutes.
- In the event of repeated late collections parents will need to meet with centre director to prevent the child’s booking from being suspended and establish the reason for late collection.
- Late Collection Fees are not eligible for CCB entitlement
- Staff that have stayed after 6.00pm due to late collection will need to notify Director/next in charge so that overtime can be paid

LATE COLLECTION FORM

Service: **Date:**

TO BE COMPLETED UPON ARRIVAL BY PARENT/AUTHORISED PICK UP PERSON AND EDUCATOR

I THE PARENT/AUTHORISED PERSON

ACKNOWLEDGE THE LATE COLLECTION OF

(CHILD/REN)

At (Time)

I AGREE IN ACCORDANCE WITH THE LATE COLLECTION POLICY THAT I WILL BE CHARGED A \$20.00 FEE FOR EVERY 15 MINUTES THAT MY CHILD/REN HAS BEEN IN CARE AFTER CLOSING TIME AND THIS WILL BE ADDED TO MY ACCOUNT.

SIGNED:

Educator:

Parent/Authorised pick up person:

LATE COLLECTION FORM

Service: **Date:**

TO BE COMPLETED UPON ARRIVAL BY PARENT/AUTHORISED PICK UP PERSON AND EDUCATOR

I, THE PARENT/AUTHORISED PERSON

ACKNOWLEDGE THE LATE COLLECTION OF

(CHILD/REN)

At (Time)

I AGREE IN ACCORDANCE WITH THE LATE COLLECTION POLICY THAT I WILL BE CHARGED A \$20.00 FEE FOR EVERY 15 MINUTES THAT MY CHILD/REN HAS BEEN IN CARE AFTER CLOSING TIME AND THIS WILL BE ADDED TO MY ACCOUNT.

SIGNED:

Educator:

Parent/Authorised pick up person:

Bendigo Regional YMCA – OSHC Non Arrival Procedure

This document outlines the procedure to be followed when a child is on the roll but does not arrive to a YMCA OSHC Service as expected.

1. Procedure for when a child does not arrive at ASC from base school when expected. (Transport children are covered in Venue Information Sheets)

1.	Contact the school office to check if the child was at school and if so, ask them to put out an announcement asking the child to go to after school care meeting point.
2.	Contact YMCA Children's Services Admin Office 54446666 to see if the parent has cancelled the booking
3.	Contact the child's parents to confirm if the child is meant to be attending. If no answer leave a message asking for a call back and try other emergency contacts (a) If the parent confirms the child is not coming, mark them absent on the attendance list (b) If the parent confirms the child is coming to ASC but has not yet arrived, notify the school office and the YMCA OSHC Coordinator immediately
4.	If unable to contact YMCA OSHC Coordinator contact Community Services Manager or CEO
5.	YMCA OSHC Coordinator, Community Services Manager or CEO will advise further action which may include contacting Police.

2. Procedure for when a child does not arrive on the Public Bus from Moama Grammar

If a child is shown on the roll as travelling by public bus from Moama Grammar to Echuca ASC and does not arrive at the service by 3.20pm an Educator will contact the family immediately.

If the parent advises that the child was at school and should be at ASC, the Educator must:

- Call Moama Grammar to verify if the child was on the bus
- Check the Bus Stop and School Grounds to see if they can locate the child
- Advise OSHC Coordinator or alternative Supervisor who will advise next steps

Bendigo Regional YMCA – Castlemaine Transport Procedure

This document outlines the procedure to be followed when transporting children to Castlemaine ASC using the Mount Alexander Shire Council Bus or the YMCA Bus.

1. Daily Procedure

Time	Action
3pm	<p>Bus Driver arrives at Castlemaine ASC to collect Bus Roll for the day.</p> <p>Bus Driver must take with them:</p> <ul style="list-style-type: none"> • Bus Rolls for the schools they will be collecting children from • First Aid Kit • MASC OR YMCA Bus Folder containing Approved Bus Route, Risk Assessment, Incident Forms, Contact Lists, List of Children Under 7 years of age • Mobile Phone • 2 Booster Seats
3.05pm	<p>Bus Driver to proceed to bus they will be driving and follow approved bus route.</p>

2. Approved Booster Seats

The Bus Driver must ensure that all children travelling on the bus who are under seven years of age use approved booster seats.

3. What to do if a child on the bus roll is not at school ready to get on the bus:

- a. Speak to the bus monitor on duty to ask if child was present at school today
- b. If Bus Monitor is unsure, the Bus Driver will telephone the school office to ask if the child was at school today and if so put an announcement over the speakers for them to come to the bus.
- c. Contact BRYMCA Children's Service Admin Office to confirm any cancellations
- d. After completion of steps a-c continue on to next stop
- e. BRYMCA Children's Service Admin will contact parents/emergency contacts to confirm if they are coming
- f. If child is not able to be accounted for Bus Driver will advise School Office and OSHC Coordinator immediately



YMCA OSHC

Castlemaine After School Care



VENUE INFORMATION FORM

The Castlemaine After School Care Service is located in the Campbell's Creek Primary School Multi-Purpose Room.

BRYMCA operate a Transport Scheme to collect children from Winters Flat PS, St Mary's Primary School, Castlemaine Primary School and Castlemaine North Primary School.

Winters Flat Primary School – YMCA 11 Seater Bus

Children will be transported by the BRYMCA Bus, driven by a BRYMCA Volunteer or Staff Person.

3.15pm	The BRYMCA Bus will be waiting at Winters Flat PS in the bus bay at the front of the school
	The Bus Driver will sign all children onto the bus using the daily bus roll
3.20pm	Once all children are on board the bus departs Winters Flat PS and travel to the Castlemaine After School Care Program at Campbell's Creek PS.
3.30pm	The bus arrives at Castlemaine After School Care where Bus Driver will escort them into the service where they will be signed in by an Educator.

St Mary's Primary School, Castlemaine Primary School and Castlemaine North Primary School

Children will be transported by the Mount Alexander Shire Bus, driven by a BRYMCA Volunteer or Staff Person.

3.20pm	The MASC Bus will be waiting at the front entry of St Mary's PS
	The Bus Driver will sign all children onto the bus using the daily bus roll
3.25pm	The bus departs St Mary's and travels to Castlemaine PS where it parks at designated pick up point in Mostyn Street, outside the school office.
	The Bus Driver will sign all children onto the bus using the daily bus roll
3.30pm	The bus departs Castlemaine PS and travels to Castlemaine North PS where it parks at designated pick up point in Hunter Street, outside the school office.

3.35pm	The Bus Driver will sign all children onto the bus using the daily bus roll
3.40pm	The bus departs Castlemaine North PS and travels to the Castlemaine After School Care Program at Campbell's Creek PS
3.45pm	The bus arrives at Castlemaine After School Care where Bus Driver will escort them into the service where they will be signed in by an Educator

Arrival and Departure times may vary slightly depending on traffic conditions. If there are no children on the bus roll for a particular school the bus will proceed straight to the next pick up point.

In the event that a child who is on the Bus Roll does not present the Bus Driver will:

1. Speak to the bus monitor on duty to ask if child was present at school today
2. If Bus Monitor is unsure, the Bus Driver will telephone the school office to ask if the child was at school today and if so put an announcement over the speakers for them to come to the bus.
3. Contact BRYMCA Children's Service Admin Office to confirm any cancellations
4. BRYMCA Children's Service Admin will contact parents/emergency contacts to confirm if they are coming.
5. If child is not able to be accounted for Bus Driver will advise School Office and OSHC Coordinator immediately

.....
 Parent Authorisation

I have read and understood this venue information sheet which includes details regarding how my child will be transported to Castlemaine After School Care from their school.

School Child/ren Attend: _____

Child/ren's Name/s: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

ATTACHMENT 8

Bendigo Regional YMCA – Echuca ASC St Mary’s Transport Procedure

Drafted by	JB	Approved by CEO on	
Responsible Person	JB	Scheduled Review date	

This document outlines the procedure to be followed when transporting children from St Mary’s Primary School to Echuca 208 Primary School each afternoon.

1. Daily Procedure

Time	Action
2.30pm	Designated Educator arrives at Echuca 208 and prints daily bus roll for St Mary’s PS (see point 3 – <i>Accessing and Printing Attendance Sheet and Bus Roll</i>) Educator must take with them: <ul style="list-style-type: none">• St Mary’s Bus Roll• First Aid Kit• Echuca Public Bus Transport Risk Assessment• Tablet with access to Enrolment Forms• The Bus Phone• The Petty Cash and cash sheet• Quick List to contact families
2.50pm	Walk to the front of the school to catch the bus labeled Cunningham Downs (which becomes the Echuca East Bus). The bus departs from High Street, just outside the 208 walkway/entrance to the school.
3.20pm	Bus arrives at St Mary’s PS after stopping for one prior stop at Cunningham Downs, Hartshorn Street.
3.20pm-3.30pm	Educator to get off bus, greet and sign in children as they arrive, and ask all children to line up against the green fence (away from the bus) until all children are accounted for. Once all children are signed in, count them onto the bus and cross-check numbers with the bus roll.
3.30pm	Bus departs St Mary’s PS
3.40pm	Bus arrives at The Backpackers bus stop (adjacent to Echuca 208 Primary School). Educator to count all children as they get off the bus and cross-check numbers with bus roll. Children walk and stop against the brick building where educators will complete a head count. Educator then leads the children across the road at the pedestrian crossing with assistance from the school crossing guard.
3.45pm	Arrive at Echuca ASC and sign children in on the daily attendance sheet.

2. What to do if a child on the bus roll is not at school ready to get on the bus

If a child is absent from the bus, speak with the bus monitor on duty at the school. If they are unsure, contact the office using the bus phone. They will let you know if they were at school today and put an announcement over the speakers for them to come to the bus. Contact Children's Services Admin Office to confirm any cancellations. If the administration team does not confirm a cancellation of the child's booking, contact the family immediately and let Hannah Garth (OSHC Coordinator) know. If you cannot get in contact with the child's first 1-2 contacts, commence contacting emergency contacts.

The Moama bus driver will do a trip in the YMCA bus to pick up any children if they miss the bus.

3. Accessing and Printing the Attendance Sheet or Bus Roll

Each afternoon at After School Care, it is required that all educators have access to the attendance sheet for the day. This is to ensure that all educators are aware of who is attending so that they can prepare for each child's individual needs, as well as ensuring that each child is accounted for. If a child who is listed on the attendance sheet does not present, it is the educators' duty of care to ensure that the child is located as quickly as possible (see Bendigo Regional YMCA Non-Arrival procedure)

Echuca 208 After School Care have access to their own printer, which is located in the OSHC cupboards in the back right hand corner of the stadium. To access the role, follow the steps below:

- Plug in and turn on the printer
- Turn on the OSHC tablet, and click on the 'HubWorks' icon on the homescreen. (Alternatively, type in hubhello.com/hubhello into the browser)
- Login to HubWorks – Username: echuca208 and Password: echucaymca
- For the **attendance sheet**, click on the 'children' icon > Reports > Sign in Sheet > change the drop down box from 'all groups' to 'a-z' > click the printer icon
- For the **bus roll**, click on the 'children' icon > Reports > Bus Roles > change both of the dates to today's date > click the printer icon

If you cannot access the Attendance Sheet/Bus Roll

If you cannot access the attendance sheet or bus roll (e.g. if there are technical difficulties with the printer or tablet), there are a number of options for accessing the roll. Your first step should always be to contact the YMCA office on 5444 6666, Hannah on 0409 337 974, or Julie on 0418 503 413. From here, you can access the roll through one of the following:

- The YMCA office will fax through the attendance sheet/bus roll to the Echuca 208 PS office
- The YMCA office will read out the attendance list verbally over the phone, and you can write it down on a 'blank roll' which is located in your Team Leader folder
- The YMCA office will screenshot the attendance sheet/roll and text it through to the After School Care phone



YMCA OSHC

Echuca After School Care VENUE INFORMATION FORM



The Echuca After School Care Service is located in the Echuca 208 Primary School Gymnasium at the back of the school. Parking can be found in Landsborough Street on either side of the school. Here, you will see the amphitheatre and follow the stairs to the gym to sign out and collect your children.

St Mary's Primary School Families

Children who attend from St Mary's Primary School travel on the bus from St Mary's to Echuca 208 on the East Town Bus accompanied by a BRYMCA Educator.

3.05pm	School finishes, children assemble at the pick up point under the supervision of St Mary's Primary School Bus Monitor.
3.15pm	The Educator will be on board the bus when it arrives at St Mary's Primary School
	The Educator will sign all children onto the bus using the daily attendance sheet
3.25pm	The bus departs St Mary's Primary School
3.40pm	The bus arrives at Backpackers opposite Echuca 208 Primary School
	Children cross the road at the pedestrian lights, accompanied by the Educator who will sign them into the program.

Arrival and Departure times may vary slightly depending on traffic conditions.

If there is ever an occasion where a child misses the East Town Bus, parents/guardians will be required to arrange to collect their child from the school and either drop them to the service or take them home.

Parent Authorisation

I have read and understood this venue information sheet which includes details regarding how my child will be transported to Echuca 208 Primary School After School Care from St Mary's Primary School.

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Child/ren's Name/s: _____

Date: _____