Student Drop-Off and Pick-Up Procedures

Purpose

Mid North Education Centre is committed to maintaining a safe, orderly and welcoming environment for all students, staff and families.

This procedure outlines the arrangements for student drop-off and pick-up to:

- support student safety
- maintain appropriate supervision
- provide a clear and consistent transition process
- minimise disruption to teaching and learning
- clarify expectations for parents, caregivers and staff

Scope

This procedure applies to all student arrival and dismissal arrangements at Mid North Education Centre, including:

- morning drop-off
- afternoon pick-up
- day-to-day communication during transition times
- collection by parents, caregivers or authorised persons

General Principles

Student safety and supervision are the priority during all drop-off and pick-up periods.

The school will:

- maintain appropriate supervision arrangements during arrival and dismissal
- support students to transition safely between family and staff care
- use designated collection and drop-off arrangements
- communicate clearly with families about expectations
- take reasonable steps to ensure students are released safely

Parents and caregivers are expected to follow school procedures to support safe and efficient arrival and dismissal for all students.

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1. Morning Drop-Off

Students should be dropped off at the front foyer or designated drop-off area upon arrival at school.

A staff member will be available to greet students and support them in transitioning to their classroom or learning space.

Parents and caregivers are not required to accompany students to classrooms unless this has been arranged or authorised by school leadership.

To maintain appropriate supervision arrangements and minimise disruption to the start of the school day, parents and caregivers must not enter the school yard, classrooms or other learning areas during morning drop-off unless authorised by school leadership.

Parents and caregivers who need to communicate important information to staff should do so through the administration office.

2. Afternoon pick-up

At the end of the school day, students being collected by a parent, caregiver or authorised person will be escorted by school staff to the administration area or designated collection point.

Parents and caregivers are required to wait in the front office or designated collection area for their child.

Staff will support students to meet their parent, caregiver or authorised person safely.

To ensure the safety of all students and allow staff to effectively supervise dismissal procedures, parents and caregivers must not enter classrooms, learning areas or the school yard during pick-up times unless authorised by school leadership.

3. Communication with Staff During Drop-Off and Pick-Up Times

Parents and caregivers wishing to meet with a teacher or member of the leadership team are required to arrange an appointment through the administration office.

Staff are not available for unscheduled meetings during:

- teaching time
- student supervision duties
- morning drop-off periods
- afternoon pick-up periods

If a parent or caregiver attends the school without a prior appointment, administration staff will assist in arranging a suitable meeting time.

4. Authorised Collection

Students must only be collected by:

- a parent or caregiver
- an authorised nominee
- another person approved in accordance with school records and arrangements

If there is uncertainty about whether a person is authorised to collect a student, the student will not be released until the matter has been clarified through school processes.

Where relevant, school staff must follow any documented legal, safety or family arrangements relating to collection.

5. Late Collection

Parents and caregivers are expected to collect students promptly at the end of the school day.

If a student is not collected at the expected time:

- the student will remain under staff supervision
- the school will attempt to contact the parent, caregiver or emergency contacts
- further action will be taken in line with school and department requirements if collection concerns continue or the student's safety may be at risk

The school will maintain appropriate supervision until the student is safely collected.

6. Changes to Usual Arrangements

Parents and caregivers must notify the school as early as possible if there is a change to normal drop-off or pick-up arrangements.

Where a change affects who is collecting the student, the school may require confirmation before releasing the student.

Unclear, late or conflicting collection arrangements may delay student release while the school confirms safe arrangements.

7. Students Requiring Additional Support at Transition Times

Some students may require additional support at arrival or dismissal due to:

- age
- disability
- health needs
- behaviour support needs
- communication needs
- regulation or wellbeing needs
- identified safety risks

Where required, specific arrangements will be documented and communicated to relevant staff.

These arrangements may include:

- adjusted handover points
- additional staff support
- staggered collection arrangements
- visual supports or routines
- individual supervision or escort arrangements

8. Visitors and Parent Access During the School Day

Parents, caregivers and other visitors attending the school outside routine drop-off or pick-up arrangements must report to the administration office in line with school visitor processes.

The school may limit or direct access to certain areas in order to maintain student safety, supervision and orderly school operations.

9. Staff Responsibilities

Staff involved in drop-off and pick-up procedures are responsible for:

- maintaining active supervision
- following designated handover and dismissal arrangements
- supporting students to transition safely
- directing parents and caregivers to the administration office where needed
- seeking assistance if there is uncertainty or concern about collection arrangements
- reporting any safety, supervision or collection concerns to leadership promptly

10. Parent and Caregiver Responsibilities

Parents and caregivers are responsible for:

- using the designated drop-off and collection arrangements
- following school instructions during arrival and dismissal times
- not entering restricted areas unless authorised
- communicating important information through the administration office
- ensuring collection arrangements are clear and current
- collecting students promptly
- notifying the school of any change to arrangements as early as possible

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Related Documents

- Mid North Education Centre visitor procedures
- Mid North Education Centre emergency management arrangements
- relevant student safety, health or behaviour support plans
- Department for Education duty of care guidance
- Department for Education admission and collection-related requirements

Document type	Student Drop-Off and Pick-Up Procedures
Document version	2.0
Document status	DRAFT
Publication date	18/08/2026
Review date	10/12/2027
Author	Leadership, WHS
Audience	Staff
Document Location	COMMON / WHOLE SCHOOL AGREEMENTS / POLICIES / 2027