

DELIVERY TO AND COLLECTION OF CHILDREN FROM THE SERVICE

This Policy is current as at June, 2023 and to be reviewed in June 2024.

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, the service premises and take reasonable steps to ensure those policies are followed (ACECQA 2021)

Arrival and departure times are planned to promote a smooth transition between home and our Service. The opportunity to build secure, respectful relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's wellbeing.

To ensure the health and safety of children at our Service this policy is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations, but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

PURPOSE

We aim to ensure the protection and safety of all children, staff members and families accessing the Service. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, staff, management and visitors to the Service.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and well being of each individual child.

The Approved Provider/Nominated Supervisor,/Responsible Person will ensure:

- adequate supervision is provided when children arrive and depart the service
- relevant educator to child ratios are adhered to at all times
- accurate attendance records are kept
- children only leave the service in the care of a parent/guardian or authorised person in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled at the service including the name, address and contact details of:

- any emergency contacts
- any authorised nominee
- any person authorised to consent to medical treatment or administration of medication
- any person authorised to give permission to the educator to take the child off the premises
- any person who is authorised to authorise the education and care service to transport the child or arrange transportation
- details of any court order, parenting orders or parenting plan
- authorisations for the service to take the child on regular outings
- authorisations for the service to take the child on regular transportation
- any medical management plan, anaphylaxis medical management plan or risk minimisation plan

- should any serious incident occur, an incident, injury, trauma or illness record must be completed
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through NQA IT System
- all new educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect the child)

Arrival at the Service

Our Service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our Service has implemented the following measures:

- any person who is displaying symptoms such as fever, coughing, sore throat, fatigue and shortness of breath should not attend our Service under any circumstance
- signage indicates the requirement of all adults to adhere to physical distancing requirements (1.5 meters)
- Children will be dropped off in the foyer. Parent/carer will ring the door bell, enter the foyer and sign in their child. An educator will greet you in the foyer and assist your child to hang their bag and wash hands.
- All children need to be signed in by an authorised person. The signing in of a child is verification of the accuracy of the attendance record. Information required on the register includes the child's name, the date and time they arrive. (This is done electronically on the Ipad) Parents are also required to write on the pick up register, their child's name, expected pick up time and the name of the person who will collect their child.
- Children are expected to wash hands on arrival
- should families forget to sign their child/children in, National Regulations require the Nominated Supervisor or educator to sign the child in.
- attendance records are to be used as a record in the case of an emergency to account for all children present at the service
- children are to be sighted by an educator before a parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building. A child's medication needs, or any other important or relevant

information should be passed on to one of the educators by the person delivering the child.

- The educator will check that the family has completed the Administration of Medication Record and store the medication appropriately, away from children's reach
- in order for children to feel safe and secure, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- In the case of a separated family, either parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

Departure from the Service

- Children may only leave the Service premises if the child leaves:
 - in accordance with the written authorisation of the child's parent/guardian or authorised nominee named on the enrolment record; or
 - taken on an excursion or on transportation provided or arranged by the Service with written authorisation of the child's parent or authorised nominee; or
 - given into care of a person or taken outside the premises; or
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to flood, fire etc)
 - in the case of an emergency (because the child requires medical treatment, hospital or ambulance care) where the parent or a previously authorised person (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on the enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must be then confirmed in writing to the service (email, text or letter)
 - parents/guardians must advise the service if someone different is picking up the child, both verbally and on the pick up register. This person must be on the child's enrolment form as an authorised person to collect the child. Otherwise the person's details must be given in writing to management.
 - Photo ID must be sighted by an educator before a child is released. If educator's cannot verify the person's identity, they may be unable to release the child into that person's care, even if they are listed on the enrolment form.
 - All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service. Each child's name, date and departure time will be recorded. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or an educator.
 - Parents/guardians or authorised persons are requested to collect their child/children no later than 6.00pm
 - no child will be withheld from an authorised contact or parent on the enrolment form unless a court order is on file at the service
 - in the case of a particular person (including a parent) being denied access to a child, the service requires a written notice (court order) from a court of law

- educators will attempt to prevent that person from entering the service and taking the child however, the safety of other children and educator's must be considered
- educators will not be expected to physically prevent any person from leaving the service
- in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
- where possible the educator will provide police with the make, colour and registration number of the vehicle being driven by the unauthorised person, and direction of travel when they left the service
- a court order overrules any requests by parents to adapt or make changes.
 - in the case of a serious incident occurring as above, the regulatory authority must be notified within 24 hours through NQA IT System
 - Nominated Supervisors/Responsible Person will ensure that the authorised person pick up list is kept up to date
 - If the person collecting a child appears to be intoxicated or under the influence of drugs, and educators feel the person is unfit to take responsibility of the child, educators will:
 - discuss their concerns with the person, without the child being present if possible, and
 - suggest they contact another person or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection law and Child Protection Policy
 - contact the police and other regulatory authorities (Child Protection hot line 132 111)
 - if an authorisation to collect a child is refused by the service, it is best practice to document the actions for evidence to the authorities (refer to Refusal of authorisation record)
 - at the end of the day educators will check all indoor and outdoor areas including all rooms, cots, and storage sheds to ensure no child remains on the premises after the service closes
 - children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency Evacuation Policy
 - details of absences during the day will be recorded

Visitors

- to ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting the service must sign their details in the visitors register

Late Collection of Children

- if there are still children at the service after closing, it is best practice to ensure a minimum of two educators remain until the children are collected.
- Instruction to parents: please remember that our educators have families to go home to and their own children to collect by a designated time. If you are unable to collect your child on time, two educators have to stay behind and therefore have to be paid overtime. To cover this, a late fee of \$15 per 15 minutes or part thereof will be charged (e.g if you are 5 minutes late you will be charged for a 15 minute block. If you are 20 minutes late, you will be charged for two 15 minute blocks)

- if parents/guardians know they are going to be late, they must notify the service. If possible arrangements should be made for an authorised person to collect their children
- if they have not arrived by 6.00pm the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor/Responsible person will call contacts as listed on the enrolment form to organise collection of the child.
- Due to licensing and insurance purposes, if by 6.00pm neither the parent or any of the authorised persons are contactable, the Service may need to contact the police and other authorities
- if the child is taken to another safe alternative location (e.g police station), a sign will be displayed on the front door of the service notifying parents/guardians of the child's whereabouts. If this occurs, the service will be obligated to contact relevant Child Protection Agencies and notify the regulatory Authority.
- Should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

SOURCE

ACECQA (2014)

ACECQA 2021 Policy and Procedure Guidelines.

Delivery to, and Collection from Education and Care Services.

Australian Government Department of Health, Skills and Employment. Belonging, Being and Becoming. The Early Years Framework for Australia (2009)

Early Childhood Australia Code of Ethics (2016)

Education and Care Services National Law Act 2010 (Amended 2018)

Education and Care Services National Regulations 2011

Guide to the National Quality Framework (2018) Amended 2020

National Health and Medical Research Council (2013): Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th edition)

Revised National Quality Standard (2018)

Safe work Australia (2020)

This policy was reviewed and updated to align with Policy Guidelines from ACECQA.