

1.14 Delivery and Collection of Children

Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This Policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

- The person who delivers a child to the Service completes the Attendance Record on the iPad by logging into the system, when the iPad is not working, manually completing the sign in record with date, child's name, time and signature. Once the majority of children have arrived in each room, an educator will check that all children have been signed in. If a child is present but not signed in, the educator signs for that child, noting the time, because in the event of an emergency evacuation or lock down, the Attendance Records are used to account for all children in the Service. QA 2.3.2, 6.3.2, 7.3.1
- If the family is to receive Child Care Benefit, the parents are required to be the signatory on all occasions or to initial any past instance where they were not.
- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service. QA 2.3.2
- Children who are absent for the day will be marked on the Attendance Record as "absent" by the Nominated Supervisor. Parents in receipt of Child Care Benefit are to confirm the entry.
- Educators mark a roll in their rooms each day to confirm a child's attendance. Extra children whom attend for a day a manually written in. This roll is used at the end of the week to check the system entries for a child's attendance are correct and any discrepancies are corrected. QA 2.3.1

Collection

- Parents complete an update of information form each year. Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change. QA 2.3.2

- Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service. QA 2.3.1, 2.3.2, 6.3.2
- Children are not given into the care of a parent who is prohibited by a court order from having contact with the child however, in the event of risk staff will not enter into a physical confrontation in the event of a child pick-up but will urgently contact police, parent/guardian or child welfare bodies in suspicious circumstances. Staff will always act in what they believe to be the best interests of the child. QA 2.3.1, 2.3.2, 6.3.2
- Children cannot be released to a minor (under 18 years of age). Such a person cannot be nominated as the "Emergency Contact".
- Even when authority is given, centre staff may use discretion in refusing to release a child when circumstances are such that they feel a child may be at risk.
- No child is released into the care of any person not known to the educators without photo identification. QA 2.3.1, 2.3.2, 6.3.2
- The person who collects the child from the Service completes the Attendance Record on the iPad or manually on the form provided at the front reception if iPad is not working. Children are signed out using the same Attendance Record that was used to sign them in earlier that day. QA 2.3.2, 6.3.2
- At the end of the day, educators check that all children have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, parents will be reminded, when the child next attends, that they must sign their child out. QA 2.3.1, 2.3.2
- If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure, the family will be contacted immediately to confirm the child's whereabouts. If the child is not in their care, the Service will seek immediate advice from the Police and contact the Regulatory Authority as soon as possible. QA 2.1.4, 7.3.3
- At the end of each day, educators must check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes. QA 2.3.1
- Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification. QA 6.3.2
- In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service that a person other than an authorised nominee will collect the child. If this occurs, the Service requires photo identification of that person before releasing the child. Reference to the photo identification will be made in the Attendance Record. QA 6.3.2
- Parents are to advise the Nominated Supervisor or the educators in their child's room on any occasion an authorised nominee will be collecting the child. If this does not occur, and educators cannot contact the parent to confirm the arrangement, the child will not be released into the care of that nominee. QA 6.3.2

- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. QA 2.3.2
- Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission. QA 2.3.2, 6.3.2
- When a child remains uncollected at the centre past closing time, the following steps will be followed by centre staff:
 - An attempt will be made to contact the parents/guardian at closing time.
 - If a child is still remaining at the centre 30 minutes after closing time and no contact with parent(s) or an emergency contact has been established, the child/ren will be relocated to the local police station and the local child welfare agency notified.
- A late fee of \$1.00 for every 1 minute or part thereof will be charged. This fee is not eligible for Child Care Benefit

Additional safe practices for babies

- To ensure that the critical information required to meet the baby's needs on any given day is obtained from the person bringing the baby to the Service.
- To communicate to the person collecting the child any critical information required to ensure the baby's continued wellbeing and needs can be met.

Responsibilities of parents

- To complete the Attendance Record when delivering and collecting their child/ren.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.
- To inform the Service in the event of a family member contracting a communicable disease.

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Sources

- Education and Care Services National Regulations 2011.
- Guide to the National Quality Standard 2011.

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15/03/2016							
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