

## DELIVERY & COLLECTION OF CHILDREN

### POLICY STATEMENT

Our service will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

### CONSIDERATIONS

Education and Care Services National Regulations	85, 86, 87, 99, 157, 158, 159, 160, 161, 168, 176
National Quality Standard	2.2, 7.1
Other Service Policies/Documentation	<ul style="list-style-type: none"> <li>• Family Handbook</li> <li>• Educator Handbook/Manual</li> <li>• Supervision Floor Plans &amp; duties</li> <li>• Service Newsletters/Family Notices</li> <li>• Online Enrolment Forms</li> <li>• Online Attendance Records</li> <li>• Medication Records</li> <li>• Individual Family Court Orders</li> <li>• Acceptance and Refusal of Authorisations Policy</li> <li>• Enrolment, Orientation &amp; Bookings Policy</li> <li>• Dealing with Medical Conditions and Administration Policy</li> <li>• Emergency &amp; Evacuation Policy</li> <li>• Providing a Child Safe Environment Policies</li> </ul>
Other	<ul style="list-style-type: none"> <li>• My Time, Our Place</li> <li>• Children and Young Person (Care and Protection) Act 1998</li> <li>• Child Protection (working with children) Act 2012</li> <li>• Child Care Subsidy (CCS)</li> </ul>

### PROCEDURE

#### a) Delivery of Children:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any authorised person delivering a child to the service must sign the digital attendance register and record the time of arrival.

- The service will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Medical Conditions and Medication Administration policy procedures.
- Children are to place their belongings in the appropriate place.
- To add/remove an authorised nominee, families are required to fill in the *Authorised Collection* form.
- Children that attend external extra curricular activities during care centre times, parents/caregivers must fill in an *Extra Curricular Activities Permission* form.
- External extra curricular activity coordinators must deliver returning care centre children to the service to sign and time stamp on the *Extra Curricular Activity Register*.

**b) Collection of Children:**

- Children must be collected by the closing time of the service.
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details with the exception of a medical or other emergency. The collection list must be kept current and updated on a regular basis.
- To add/remove an authorised nominee, parents/carers are required to fill in the *Authorised Collection* form.
- The authorised nominee who is collecting a child must sign the digital attendance register and record the time of collection.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a person who is not on the collection list arrives to collect a child, authorised nominees will be called and will be asked to give written authorisation before the child is able to leave the service. The Nominated Supervisor or Responsible Person will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone or email as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
- If a child has not been collected by 6.00pm, the Responsible Person in charge will try to contact parents/carers, but if this is not possible, the authorised nominees will be called. If no contact can be made with parents/carers or authorised nominees, then after 6.30pm Maroubra Police will be called to collect the child/ren. Parents/carers or authorised nominees will be contacted after the Police call to advise them of the procedures.

- Children that attend external extra curricular activities during care centre times, parents/caregivers must fill in an *Extra Curricular Activities Permission* form.
- External extra curricular activity coordinators must collect care centre children for their external extra curricular activity and will sign and time stamp on the *Extra Curricular Activity Register*.

**c) Absent and Missing Children:**

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in the Day Book where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the family handbook.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
  - Ask the other children of their knowledge of where the child might be.
  - Cross check against the Day Book, unread emails, unanswered phone messages and the Extra Curricular Activities list for children names.
  - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
  - If the child was present at school and the other children and school staff are unaware of their whereabouts and unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
  - Continue to keep in contact with the school during this time.
  - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
  - If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
  - Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.
- Families that don't notify the service of their child's absent a fee of \$10 will be placed on their account.

**d) Acknowledgement of Children's Arrival:**

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

**e) Non-custodial parent access**

- As long as normal identification procedures have been proven either parent can collect a child from the service.
- In line with legal obligations a parent cannot be prevented from picking up their child unless a court order has been issued preventing such access.
- If a court order has been issued preventing a non-custodial parent access to the child, a copy of the original must be on file at the service. Unless we have a copy on file at the service, we cannot prevent access of a parent to their child. Photographic identification is required for easy identification.
- If we have a copy of this court order and a prohibited parent attempts to contact or collect the child, we will inform them that we cannot allow them access and request to leave the premises in line with the court order.
- If they refuse without their child we the service will implement a lockdown procedure.