



DELIVERY AND COLLECTION OF CHILDREN POLICY

Quality Area 2: Children's Health and Safety

POLICY STATEMENT

Children are considered to be under the care of an education and care service at the point the service is taken to assume responsibility for their care and wellbeing. At this point the National Law and National Regulations apply.

- A child may only leave the education and care service premises under any of the following circumstances:
- a parent/guardian or authorised nominee collects the child
- a parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- a parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- a parent/guardian or authorised nominee provides written authorisation for transportation of the child.
- the child requires medical, hospital or ambulance treatment, or there is another emergency.

Accurate arrival and departure documentation is a legislated requirement in all services approved by the Regulatory Authority and is necessary to claim Child Care Subsidy (CCS). A record is also required for days that a child has been absent along with the reason for the absence for all approved CCS services. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures

GOALS

- Keep an accurate record of child attendance to ensure that there is a record of the children being cared for or educated by the service and that the correct child/staff ratios are being met by the service.
- Practical and safe approaches to the delivery and collection of children at the education and care service or service transportation, will promote a smooth transition between home and the service, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody and that the service is meeting its duty of care obligations under the law.

STRATEGIES AND PRACTICES

Attendance

A record of attendance, kept at the service, includes:

- date;
- the full name of each child booked to attend for that day;
- arrival and departure times; and
- signature of the person who delivers and collects the child or the nominated supervisor or





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educator.

- Prescribed records to be kept by approved provider:

Attendance and enrolment records

The approved provider of an education and care service must ensure that a record of attendance is kept for the service that:

- records the full name of each child attending the service; and
- records the date and time each child arrives and departs; and
- is signed by one of the following persons at the time that the child arrives and departs: the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
- a nominated supervisor or an educator.

(Education and Care Services National Regulations, Chapter 4, Part 4.7, Division 1, Subdivision 1)

Review of attendance

- Staff will regularly review the attendance sheet to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- Prior to closing the service, two staff members must verify all children have been signed out of the centre. If a child is not signed out, educators/staff members will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains. This will be recorded in the Attendance Sheet.

Late Collection of Children

- Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime.
- Orchard Early Learning Centre is not licensed or insured to have children on the premises before or after hours. This is a breach in the Education and Care Regulations.
- It is unacceptable to pick children up late. Orchard Early Learning Centre will charge a late collection fee to any family collecting their child or children after the close of the service at the end of the day according to the following sliding scale: - \$50 for the first 10 minutes and, \$10 for each 5 minutes thereafter.
- Families will be clearly notified if there is a change in the fee.
- Families who are late to collect their children more than 3 times within a month will put their child's position in jeopardy.

Authorised Nominees

- On enrolment parents/guardians are to provide the names of two people who are authorized nominees for the purpose of collecting their child/ren from the service.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child and sign the roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.





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- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.
- Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the centres' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information.
- In the case of a Court Order, the Service requires the stamped, official orders from a court of law to show the particular person (including a biological parent) being denied access to a child. When an Order is in place we will follow the below guidelines:
 - Educators will attempt to prevent that person from entering the service and taking the child; however, the safety of other children and educators 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.
 - Where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service.
 - A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.

Concerns for the Safety, Health and Wellbeing of Children

Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

Situations when this may occur include:

- when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child;
- when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.

Staff will immediately refer to the Child Protection Policy and implement the appropriate strategies.

ROLES AND RESPONSIBILITIES

The Approved Provider will:

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times.





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The Nominated Supervisor will:

- Provide supervision, guidance and advice to ensure adherence to the policy
- at all times.
- Ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment).
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service – except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with any duty of the Approved Provider, Nominated Supervisor or educator under the National Law, or
 - the Approved Provider or Nominated Supervisor reasonably believes that permitting the parent's entry would contravene a court order.
- Ensure an unauthorised person (as defined in the National Law) does not remain at the service while children are present unless the person is under direct supervision or is an authorised person

Educators will:

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery, collection and transportation of children.
- Educators greet and farewell parents and caregivers directly

Families will:

- Completely fill in the details of the attendance at the service upon arrival and at the time of departure, including signature.
- Communicate any changes of routine with educators.
- Leave your child in the direct care of a staff member.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child
- Parents are to advise their child's educator if someone different is picking up their child, both verbally and via email. If this person is a regular person assigned for collections, this person must be named on the enrolment form or added in writing to Orchard Early Learning Centres Director / Nominated Supervisor.

RELATED LEGISLATION, GUIDELINES, STANDARDS, FRAMEWORKS

- National Quality Standards for Early Childhood Education and Care and School Age Care: Standard 2.2 Element 2.2.1, Standard 6.1 Element 6.1.2, Standard 6.2 Element 6.2.1.





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RESOURCES

- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au

POLICY REVIEW

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Date(s) reviewed: June 2021 / January 2022

