



Delivery & Collection of Children

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

Policy Statement

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she hasn't yet been signed into the service or has been signed out of the service, and is legally under the care and supervision of the parent/guardian (refer to Supervision of Children Policy).

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
- < 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. A reason does not need to be provided for a child's initial 42 days of absence. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures.

Goals / What are we going to do?

- < 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 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 / How will it be done?

Attendance Sheet

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 educator.

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 the Attendance Sheet

- ◁ Staff will regularly review the attendance sheet to ensure its accuracy at all times and know the number of children in our care 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.

Authorised Nominees

- ◁ On enrolment parents/guardians are to provide the names of two people who are authorised 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.
- ◁ 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.

◁ Authorised Nominees must be over 16 years of age to sign out. Older siblings who are not 16 years or over are not able to sign out a child.

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.

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; and

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

Non-arrival of a child procedure

◁ For bus children refer to bus policy

◁ For everyone else - if a child has not arrived at the Centre within the anticipated timeframe, no later than 10.00 am, and no prior communication has been received from the child's authorised contact person (parent/guardian) the Responsible Person on the day will immediately implement the following procedure to contact the family or families of absent child/ren and ascertain the reason for the absence.

◁ The mobile phone numbers of the family will be attempted (leave a message if no response).

◁ Contact will be attempted on the landline phone connection (leave a message if no response).

◁ Continue to ring the contact details of an authorised contact (parent/ guardian).

◁ If after 30 minutes, no response has been received from any of the above attempts, the emergency contact people listed on the child's enrolment form will be contacted.

The incident and all actions will be recorded on the sign in sheet and any further information will be recorded in the Centre diary. The Nominated Supervisor will follow Education and Care Services National Regulation requirements.

Non-Collection of a Child Procedure

If no contact is made from an authorised person about the collection of a child for 15 minutes after closing time, then the following procedure will be implemented:

◁ Ensure all Child Protection requirements are in place always (ie 2 Educators to remain in the immediate presence of the child) and that the child is kept calm and occupied.

◁ Ring the person identified to collect the child and if no response, ring the emergency contacts.

◁ Continued attempts will be made to contact an authorised person.

< If, after 30 minutes, no contact has been made then staffing will be adjusted to manage the situation. Educators will be paid at time-and-a-half, from closing time. If relief educator(s) need to be called in they will be paid the required minimum shift of two hours.

< Police will be contacted after 30 minutes if no contact has been made to check on the family and their welfare.

< As mandatory reporters these ongoing episodes will be reported to relevant authorities.

< The incident will be documented in the Centre's diary.

Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider	< Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times.
Nominated Supervisor	<p>< Provide supervision, guidance and advice to ensure adherence to the policy at all times.</p> <p>< 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 or for emergency medical treatment).</p> <p>< 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:</p> <p>» permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or</p> <p>» the supervisor is aware the parent is prohibited by a court order from having contact with the child.</p> <p>< Ensure an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision.</p>
Early Childhood Educators	<p>< Ensure accuracy of attendance record at all times.</p> <p>< Be available for individual greeting and settling of children.</p> <p>< Provide a supportive and welcoming environment for children and families to assist with separation and settling.</p> <p>< Follow all service procedures regarding the delivery and collection of children.</p> <p>< Educators greet and farewell parents and caregivers directly.</p>
Families	<p>< Completely fill in the details of the attendance at the service upon arrival and at the time of departure, including signature.</p> <p>< Communicate any changes of routine with educators.</p> <p>< Leave your child in the direct care of a staff member.</p> <p>< Ensure educators are aware your child has been collected from the service.</p> <p>< Provide the service with any court orders relating to your child.</p>

Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

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

SOURCES

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

RELATED LEGISLATION

Education and Care National Law Act 2010: Sections 165, 167

◁ Education and Care National Regulations: 99, 158-159, 168(f), 176

◁ Family Law Act 1975 (Cth), as amended 2011

◁ Children and Young Persons (Care and Protection) Act 1998

Ratified Date: September 2020

Reviewed Date: