Delivery and Collection of Children Policy

Policy first issued	2nd August 2016
Current review date	18th September 2024
Personnel responsible	Childcare Operations

NQS 2 Children's Health and Safety

NQS

QA 2	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

Aim

To ensure the safety and wellbeing of children at all time.

Related Policies

Acceptance and Refusal of Authorisations Policy
Child Protection Policy
Dealing with Infectious Disease Policy
Enrolment and Orientation Policy
Excursion and Centre Events Policy
Family Law and Access Policy
Incident, Injury, Trauma and Illness Policy
Transportation Policy

Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children. Educators and staff will also remind parents/guardians of the dangers of leaving other children unattended in vehicles and encourage them to bring those children with them when dropping off or collecting a child enrolled at the Centre.
Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the Centre as we are not licensed or insured to accept children before this time.

Arrival:

- Their parent or person, who delivers the child to our Centre, using the QikKids Kiosk, must sign in all children. If the parent or other person forgets to sign the child in, the nominated supervisor or an educator will sign them in.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- Educators will assess the health and wellbeing of each child. Children who are unwell, including those who have symptoms of an infectious disease, or an injury which prevents them participating in activities, or an injury which a doctor has or would likely say means the child must be excluded from care (e.g. head injury) will not be permitted to attend until a letter of clearance is provided by a doctor.
- A locker or shelf space will be made available to children and their families with the child's photo and name.

- Ensure that when children are moved from rooms/areas within the Centre that all children are present and accounted for by the list documented on the room roll call list.
- Conduct regular attendance checks of rolls in the Centre, in particular in the morning and afternoon, ensuring that there are provisions made for adequate staffing.
- Educators will gain knowledge of the child's health and wellbeing and any special care requirements required.
- Settle the child into the program.
- Pass on any relevant information about the child to co-educators and staff.
- Place any medications in the appropriate storage area in the Centre and complete the Medication Register.
- Ask all visitors to the Centre to sign in and out on the Visitor Register.

Parents will:

- Inform educators of their arrival.
- Communicate the child's care needs with an educator.
- Sign their child in using QikKids Kiosk.
- Provide the educators with any medication that the child requires (this is not to be left in the child's bag at any time).
- Hand the child to an educator for settling and say their preferred method of goodbye.

Departure:

- The parent or person who collects the child from our Centre must sign out all children. If the parent or other person forgets to sign the child out, the nominated supervisor or an educator will sign them out.
- Children can only be collected by a parent or authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child.
  Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the Centre closes (e.g. in an emergency). In this case educators may accept verbal authorisation for an alternate person, who can be adequately identified, to collect the child.
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - Ensure the safety of all children and adults at the Centre, and implement lockdown procedures if required.
  - Ring the police on 000
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - The person collecting the child is someone other than those mentioned on the enrolment form (e.g. in an emergency) or
  - There is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.
    If educators do not know the person by appearance, the person must be able to produce photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.
- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
  - Discuss their concerns with the parent, if possible without the child being present
  - Suggest they contact another parent or authorised nominee to collect the child
  - Inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.

- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child.

- If a child has not been collected by the time we are due to close the Centre, the Nominated Supervisor will:
  - Attempt to contact the parents or other authorised nominees. (Earlier attempts may have also been made to contact the parents and nominees).
  - Leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline.
  - Wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate actions to take
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Centre closes (refer to Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

Certified Supervisors, Educators and all other staff will:

- Greet the family
- Inform the parent of the child's engagement in the program, any specific information regarding the health and wellbeing of the child and any positive/relevant development information that the parent would like to know about their child.
- Return any medications to the parent
- Say goodbye to the child and family
- Ensure that the parent has signed the child in and out using the QikKids Kiosk. Educators to regularly check QikKids Kiosk for attendance purposes.
  If the parent has not signed the child out; an educator will sign the child out on behalf of the parent. The educator signing the child out **must not sign** the child out on QikKids Kiosk unless they physically saw the child leave the Centre with a parent, legal guardian or an authorised nominee of the child or leave in the care of emergency services.

Parents will:

- Inform educators of their arrival
- Communicate with an educator about their child's day
- Complete the required information on the QikKids Kiosk
- Collect child's belongings
- Say goodbye to educators

Unfit Guardian / Authorised Nominee:

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:

- Consult with the Nominated Supervisor or the Approved Provider, if possible
- Discuss their concerns with the person, if possible without the child being present
- Suggest they contact another parent or authorised nominee to collect the child
- Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
- Complete the *Incident, Trauma and Illness Record* (if required) and file with the child's enrolment form

- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring by completing the Serious Incident form.
- Contact parent and advise authorised nominee is unfit to collect child and advise that another person needs to collect the child.

Missing Child Procedure

If the QikKids Kiosk has not been completed for the collection of a child who is not visibly in our care and educators are not able to confirm the collection of the child and by whom, implement the following procedure:

- Inform the Nominated Supervisor immediately
- Conduct a thorough search of the room and Centre for the child
- Contact the family to confirm that they have not collected their child
- Contact the police on 000 and report a missing child
- Have a photo of the child ready for when the police arrive
- Inform the Approved Provider
- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring by completing the Serious Incident form

Authorisation Procedures

Authorised Nominee

These procedures are to be followed when a child is collected by an authorised nominee not known to the Centre. This procedure will be carried out by the nominated supervisor, certified supervisor and educators of the Centre.

1. Allow entry to the Centre
2. Request that they sign the visitors book
3. Check their photo identification matches the details on the child's enrolment form
4. Accompany them to the room to collect the child
5. Introduce them to the educators
6. Ensure that they sign out the child
7. Ensure that they sign out the visitors log

Should the details not match the information on the enrolment form, the child must not be collected by the person until confirmation in writing is received; or verbally if email or fax is not available to the parent / guardian of the child. Two educators must witness the verbal authorisation message (recommended by DET).

Unauthorised person

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent / guardian or authorised nominee telephones the Centre to notify that such a person will be collecting their child.

The Nominated Supervisor will:

1. Request that the parent / guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child.
2. Accept verbal authorisation if it is not possible for the parent / guardian or authorised nominee to provide authorisation via email or fax, providing the following procedure is followed:
    - All details of the person collecting the child, including the name, address and telephone number of the person must be obtained
    - Two educators take the verbal authorisation message (recommended by DET) the verbal authorisation is documented and stored with the child's enrolment record for follow-up
    - Photo identification is obtained to confirm the person's identity on arrival at the Centre to ensure that parent's / guardians or authorised nominees follow up a verbal authorisation by completing an *Update of Details* form when next at the Centre, or by adding details of the new authorised nominee to the child's enrolment form.
3. Ensure that fax or email authorisation is stored with the child's enrolment form.

4. Ensure the attendance record is completed prior to child leaving the Centre.
5. Refuse to release a child where authorisation is not / cannot be provided by the parent / guardian or authorised nominee.
6. Contact police if the safety of the child or Centre staff is threatened.
7. Implement late collection procedures if required.
8. Notify the Approved Provider in the event that written authorisation is not provided for further follow-up.

Procedures for the late collection of children

Where the parent / guardian or authorised nominee is late collecting their child and has not notified the Centre, the Nominated Supervisor is responsible for:

- Ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the Centre.
- Contacting parents / guardians or the authorised nominee to request collection.
- Informing the Approved Provider
- Contacting Child FIRST or the local police where the parents / guardians or authorised nominees are unable to be contacted (by a time determined by the Centre).
- Notifying DET as soon as practicable in the event that the parents / guardians or authorised nominees are not contactable.
- Determining if a late collection fee is to be charged (refer to *Payment of Fees Policy)*.

Custody Procedures

Parents / guardians, regardless of their marital status, have joint and equal legal responsibilities for their children unless there is a Court Order determining otherwise. Centre staff members and educators need to be knowledgeable of which parent / guardian has specific legal rights and responsibilities. Thus, the Centre will need to access any relevant Court Orders issued. Centres are not legally able to allow children to leave the Centre without permission of the custodial parent / guardian.

In the case where guardianship and custody is legally defined, the Centre's policy must be followed as stated on the enrolment form. When situations change a copy of the Custody Order must be provided to the Centre. Where confrontation situations arise over custody, the child will be kept at the Centre, the custodial parent must be contacted without undue delay and if necessary the Police and / or relevant government departments also.

Communication of Custodial issues

The Nominated Supervisor and Certified Supervisor will ensure that educators and staff are informed about the custodial issues surrounding a child in their care. The details of the custodial orders will be explained and the document will be stored in the child's file. A court order template will be devised and displayed in prominent areas of the Centre for all staff to refer to. This template should not be placed in view of members of the public.

Sources

Education and Care Services National Regulations 2011
Early Years Learning Framework
National Quality Standard
Occupational Health & Safety Act 2004

Review

The policy will be reviewed annually. The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: 18.09.2024
Date for next review: September 2025