

DELIVERY & COLLECTION OF CHILDREN POLICY

A duty of care exists at all times the child is attending Central Shoalhaven Mobile Preschool. 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.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enabled the effective management and operation of a quality service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
99	Children leaving the education and care service premises
157	Access for parents

RELATED POLICIES

Child Safe Environment Policy Emergency and Evacuation Policy Enrolment Policy	Incident, Injury, Trauma and Illness Policy Determining the Responsible Person Present Policy Safe Transportation Policy
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PURPOSE

Accurate arrival and departure documentation is a legislated requirement in all services approved by the Regulatory Authority. A record is also required for days that a child has been absent. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Service.

IMPLEMENTATION

Attendance Sheet (through Storypark)

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
- record of the person who delivers and collects the child or the responsible person or educator.

Records of attendance are sent to director daily.

Attendance and Enrolment Records

The approved provider/nominated supervisor 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
- records the date and time each child arrives and departs

- 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/responsible person or an educator.

Review of the Attendance Page

Staff will regularly review the attendance page on Storypark to ensure its accuracy at all times.

Administrative staff will call venues at 11am daily and mark children who have not attended absent.

- 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 venue. 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
- The child will then be signed out by the educators on duty.

Authorised Nominees for Collection

- On enrolment parents/guardians are to provide the names of persons to be 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 Director and 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.

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.

AN APPROVED PROVIDER WILL:

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.

A NOMINATED SUPERVISOR/ RESPONSIBLE PERSON 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, 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 the duty of the supervisor under the National Law, or
 - » the supervisor is aware the parent is prohibited by a court order from having contact with the child.
- 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.



EDUCATORS/TEACHERS WILL (with support from Nominated Supervisor):

- 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 and collection of children
- 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

Late Fee Policy

- All children are required to be collected by an authorised person at or before 3.30pm
- If children are collected late, a warning letter will be issued for the first time
- If children are collected late for a second time a late fee of \$20.00 for every 5 minutes late will be charged to your account.

SOURCE

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

Guide to the National Law and National Regulations

<https://www.cela.org.au/wp-content/uploads/2017/06/delivery-and-collection-of-children.pdf>

REVIEW

POLICY REVIEWED	APRIL 2022	NEXT REVIEW DATE	APRIL 2023
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