

Delivery and Collection of Children

Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators' and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This Policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

- The person who delivers a child to the Service signs them in on the Kiosk in the foyer. Educators also record the child's name and time of arrival on the Room Register. Once the majority of children have arrived in each room, educators check that all children have been signed in. If a child is present but not signed in, the educator signs for that child, noting the time, because in the event of an emergency evacuation or lock down, the Room Registers are used to account for all children in the Service. QA 2.3.2, 6.3.2, 7.3.1
- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service. QA 2.3.2
- Children who are absent for the day will be marked as absent on the Kiosk. Parents will be asked to confirm any absences via the Kiosk.
- Educators use the Room Registers to check that all children signed in are present throughout the day. QA 2.3.1

Collection

- Parents complete a new re-enrolment form each year. Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change. QA 2.3.2
- Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service. QA 2.3.1, 2.3.2, 6.3.2
- Children are not given into the care of a parent who is prohibited by a court order from having contact with the child. QA 2.3.1, 2.3.2, 6.3.2

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- No child is released into the care of any person not known to the educators without photo identification. QA 2.3.1, 2.3.2, 6.3.2
- The person who collects the child from the Service signs the child out on the Kiosk. Children are also signed out on the Room Register by an Educator and the time noted. QA 2.3.2, 6.3.2
- At the end of the day, educators check that all children have been signed out. If a child has not been signed out on the kiosk, parents will be asked, when the child next attends, to confirm the time they were collected. QA 2.3.1, 2.3.2
- If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure, the family will be contacted immediately to confirm the child's whereabouts. If the child is not in their care, the Service will seek immediate advice from the Police and contact the Regulatory Authority as soon as possible. QA 2.1.4, 7.3.3
- At the end of each day, educators must check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes. QA 2.3.1
- Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification. QA 6.3.2
- In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service that a person other than an authorised nominee will collect the child. If this occurs, the Service requires photo identification of that person before releasing the child. Reference to the photo identification will be made in the Attendance Record. QA 6.3.2
- Parents are asked to advise the Nominated Supervisor or the educators in their child's room on any occasion an authorised nominee will be collecting the child. QA 6.3.2
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. QA 2.3.2
- Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission. QA 2.3.2, 6.3.2

Additional safe practices for babies

- To ensure that the critical information required to meet the baby's needs on any given day is obtained from the person bringing the baby to the Service.
- To communicate to the person collecting the child any critical information required to ensure the baby's continued wellbeing and needs can be met.

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Responsibilities of parents

- To sign in/out on the kiosk when delivering and collecting their child/ren.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Attendance and enrolment records
	168	Education and care service must have policies and procedures

QA	2.3.1	Children are adequately supervised at all times
	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
	6.3.2	Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities
	7.3.1	Records and information are stored appropriately to ensure confidentiality, are available at the service and are maintained in accordance with legislative requirements
	7.3.5	Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly

Sources

- Education and Care Services National Regulations 2011.
- Guide to the National Quality Standard 2011.

Further reading and useful websites

- Early Childhood Australia. *Who can collect a child from childcare? Legal issues.*
<http://www.earlychildhoodaustralia.org.au/our-publications/every-child-magazine/every-child-index/every-child-vol-17-1-2011/can-collect-child-child-care-legal-issues-child-care/>
accessed 5 February 2016

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Policy review

Bella Grace Early Learning Centres encourage 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: April 2017

Next review Date: April 2018