

Delivery & Collection of Children

Principles

ECMS:

- Ensures the commitment to the strategies of delivery and collection of children is clear and shared by all.
- Responds to the specific needs of the children we serve.
- Recognises that children are both vulnerable and capable.
- Respects the primary role of families; their values and expectations will be considered but the care and protection of children is paramount.
- Provides access to resources and opportunities for learning; families will be provided with information on child safety.
- Educates employees, students, educators and volunteers about child safety.

Implementation

The Nominated Supervisor/Educators placed in day to day charge/FDC educator will:

- Ensure the service operates in line with Education and Care Services National Regulations 2011 in relation to delivery and collection of children
- Inform families of the policy and procedures and provide guidance in completing forms and records.
- Oversee and guide staff to ensure adherence to policy

Educators will:

- Maintain a duty of care at all times

Parents/Guardians will:

- Notify the service immediately of any changes to details of Authorised Persons on Enrolment Form
- Be clear on late pick up procedures

Procedures

The responsible person/nominated supervisor will ensure that:

- Children are only collected by persons who are authorised in the enrolment record.
- All families are aware of the requirement to sign their child in and out each day.
- The sign in/out book is shown to each parent upon enrolment to the service and when changing rooms.
- The sign in/out book is checked each day to ensure that all children are signed in and out.
- Once the attendance book has been signed and time of delivery entered by the parent/guardian or carer or the parent/guardian or carer leaves the service, the

supervision of children on the premises becomes the responsibility of the staff members.

- Once the attendance book has been signed and the time of collection noted, the children's supervision is the responsibility of the parents/guardians or carers even if they are still on the premises.
- Parents are made aware that children cannot be released into the care of an unauthorised person if parental permission has not been received in writing or via telephone and/or if parental permission has been received but the unauthorised person cannot show photographic identification.
- Unauthorised persons are asked to provide photo evidence of their identity when presenting at the ECMS service to collect a child.
- No child leaves the service with an unauthorised person unless there has been a conversation with or written letter from the parent.

Parents/Guardians have a responsibility to ensure that:

- Their child is signed in upon arrival at the service and the time of arrival recorded.
- Their child is signed out upon departure from the service and the time of departure recorded.
- They notify the ECMS service/staff of any changes in the person collecting the child on a day to day basis.
- The ECMS service Centre Director or a member of staff is notified via the telephone where written permission cannot be given, should an authorised person be required to collect a child from care.
- Any person not authorised on the enrolment form, brings a form of identification with them to the ECMS service when collecting the child.

Occasionally siblings of children attending an early childhood service have arrived to collect children from the service. There are also times when staff may be concerned that releasing the child to the parent/guardian authorized person, could put the child at risk they will:

1. Seek an opinion from the nominated supervisor/ person in charge and/or
2. Speak to the Centre Director/Area Manager before making a decision.

Staff will undertake a discussion and risk assessment in consultation with the parent/guardian. An Area Manager will support the ELC staff to undergo the process below.

The documented discussion and risk assessment will include:

- What is the issue/situation?
- What is the context/ background/internal and external influences?
- What are the benefits?
- What are the risks?
- Do the benefits outweigh the risks?
- If yes, prepare an action plan signed by staff and parent/guardian.
- If no, inform parents/ guardian and ECMS Management.

Late Collection of children

It is the responsibility of parents/guardians to collect their child/children from the service prior to the centre's closure. Children become distressed when a parent/guardian /carer is

late in collecting them. ECMS also has a responsibility to staff who cease employed hours at the closing time of the service.

Children are required to have left the service by the stated closing time. If children have not left the service by closing time a late collection fee will be applied.

The late fee is \$15 per child for the first five minutes and then \$10 per ten minutes, or part thereof will be charged. Parents/guardians or carers will be invoiced for the late fee.

Please note that the service is only licensed until the stated closing time, and staff are only employed until this time, and have commitments for their own.

Parents who are habitually late will be advised in writing that any further infringement of this rule may mean cancellation of the childcare place.

Abandoned/Uncollected Children

In the event a child/ren is left in an educator's care beyond the "booked hours" of care and the parent/guardian fails to arrive or notify within a reasonable period of time (educators are to use their own discretion regarding the time limit), follow the procedure as outlined below:

- Attempt to contact the parent/guardian
- Attempt to contact all people nominated as emergency contacts
- If there is no response from steps 1 or 2 above, contact the Centre Director/Area Manager.
- Ensure the child/ren remain in the care of the educator
- Where required, alternate care will be arranged by the Centre Director/Area Manager. Two adults will remain on the premises at all times with the child.
- The Centre Director/Area Manager will:
 - Call the Police and request them to visit the parent/guardian's house
 - Notify DHS Child Protection Services on 131 278
 - Follow advice provided by DHS Child protection Staff
 - Complete and Submit an incident report

Policy Created Date	March 2014, Reviewed September 2015, Reviewed July 2016
Policy Review Date	September 2018
References, Support Documentation and resources	Guide to the Education and Care Services National Law and Education and Care Services National Regulations 2011 <u>Guide to the National Quality Standard</u> <u>http://www.acecqa.gov.au/links-and-resources/national-quality-framework-resources/</u>
Appendices	Appendix 1: Late Collection Form
Relevant Legislation	Education and Care Services National Law 2010: Section 165,167, 175, 189 Education and Care National Regulations 2011: Regulations 99, 158-159, 168 (2)(f):176 Information Privacy Act 2000 Commonwealth Privacy Act 1988
Relevant NQS	Quality area: Children's health and safety 2.3 – 2.3.1, 2.3.2