

Policy Statement

Practical and safe approaches to the delivery and collection of children at our service promotes a smooth transition between home and the service, as well as ensuring accurate legislative requirements regarding arrival and departure times, and absences for Child Care Subsidy reporting.

This Policy outlines the Service's requirements and procedures for the delivery and collection of children to ensure their safety, security and wellbeing is given the highest priority.

The service is aware this policy will need to be reviewed, and a procedure and risk assessment created, to ensure the safe arrival and departure of children from another education or early childhood service if this was to occur anytime in the future.

Strategies and Practices

- The *Delivery and Collection of Children Policy* is available to families upon enrolment and staff upon induction.
- The service uses a suite of information technology to record children's enrolment information and attendance data. The Xplor Hub is available on the iPads in the foyer of the service and is used by families to sign their child into and out of the service. In addition to this program, Xplor Office and Playground are programs that can be used by the Nominated Supervisor/Responsible Person to confirm that children have been signed in/out of the service or to sign children in/out of the service if this process hasn't been completed.
- The service uses an outdoor roll to mark the children's attendance of a morning during outdoor play. One educator is responsible for managing this roll. This roll includes all children from the Discoverers, Investigators and Inventors Rooms as they all share the same outdoor space. Educators mark the children as either Present or Absent. The Explorers staff take their Room Roll outside with them of a morning and mark the children as Present or Absent.
- Each room also records attendance information on individual room rolls. Educators mark the children as either Present or Absent. These rolls are then used by the Nominated Supervisor/Responsible Person to cross match the attendance records on the Xplor Office/Playground program prior to information being submitted through the Child Care Subsidy System (CCSS).
- The outdoor roll is used during the afternoon to cross children off as they leave for the day. The same system is used by educators in both the Explorers yard and the big yard.
- Children may be escorted from the premises by staff in the event of an emergency, and for excursions only where parents have given prior written permission.

Delivery

- The person who delivers a child to the Service uses the iPad, located in the foyer, to digitally sign the child into the Service. The Nominated Supervisor/Responsible Person regularly checks that all children that are present have been signed in.
- If a child is present but not signed in, the Nominated Supervisor/Responsible Person will sign the child in. The Primary Carer can then see this reflected on their App.
- If families have more than one child enrolled at the service, and one of them is absent for the day, they can mark the child who won't be attending, as 'Absent' using the Xplor App. Alternatively, the Nominated Supervisor/Responsible Person can use any of the Xplor Hub programs to mark the child as absent.
- The person delivering the child to the Service is to place the child into the care of an educator, ensuring they are aware of their arrival.

DELIVERY & COLLECTION OF CHILDREN POLICY



Collection

- The person who collects the child from the Service uses the same digital process used when signing in.
- Families are required to record contact information on the Enrolment Record for those persons that they authorise to collect their child/ren from the service. Families must notify the service as soon as possible, via email, if any of the authorised contacts details change, including if they are to be removed from the authorised contacts list.
- Children will only be given into the care of:
 - a parent/guardian of the child
 - an authorised nominee detailed in the child's enrolment record authorised for collection; or,
 - a person with written authorisation by a parent/guardian or authorised nominee detailed in the child's enrolment record to collect the child from the Service.
- A person must be 18 years of age to collect a child from the Service unless they are the parent/guardian of the child, or a written arrangement at the discretion of the Nominated Supervisor/Responsible Person has been made with the family.
- When meeting authorised collection contacts for the first time, educators will ask the person to produce photo identification to ensure that they are the person listed for collection if they are not previously known to staff. The Responsible Person present at the time will photocopy the contacts identification and store it in the child's file. When digital identification is produced, e.g. drivers' licences on Services NSW App, educators will use the services mobile phone to photograph the ID, and email the photo to the services email address, for printing and storage.
- Parents must inform the service when a person who will be collecting the child, is someone other than an authorised nominee. The person nominated by the parent must produce photo identification if they are not previously known to staff. The Responsible Person present at the time will photocopy, or photograph as noted above, the contacts identification and store it in the child's file.
- If prior notification hasn't been received from a family, and a person arrives to collect a child that is not listed as an authorised nominee for collection, educators will ask the person to produce photo identification if they are not previously known to staff. The Responsible Person present at the time will photocopy the contacts identification, or photograph as noted above, and store it in the child's file. The child's parents will then be contacted immediately for clarification and asked to provide authorisation to the service that the person is authorised to collect their child. Once this occurs then the child can leave the premises with the person. If this contact is to be used again for delivery or collection, the parent/guardian needs to email the details of the person to the Service, and then add them as an authorised contact via the App.
- Children are not given into the care of any parent/person who is prohibited by a court or parenting order from having contact with a child, whether this be in entirety, or just in regard to particular days. Families are asked to provide copies of any court or parenting orders that are currently in place. Families are encouraged to provide a photo of any unauthorised person and all staff are made aware of this information verbally and by displaying it confidentially in the 'Medical Conditions – Court Order' information folder.

Please note: Unless there is a prohibition for one or both parents to collect the child from the service, both parents listed on the enrolment record have the authority to remove the child/ren from the premises.

- If an unauthorised/prohibited person attends the service to attempt to collect a child, staff will remind the person that they are not to be on the premises and ask them to leave. If the person declines, the Police will be notified immediately, and emergency procedures will be initiated by staff to ensure everyone's safety.

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- If the person collecting the child appears to be intoxicated, or under the influence of drugs, or inhibited by illness, and educators consider that person unfit to take responsibility for the child, the educators are to bring the matter to the person's attention. Staff are to suggest that they will contact the other parent or an authorised nominee to collect the child. Wherever possible, this discussion is to occur without the child being present. If the person refuses for the child to be collected by another authorised person and insists on taking the child, educators are to immediately contact the Police and inform them of the circumstances, the person's name, and vehicle make/model and registration details.
- If educators suspect or notice that the person collecting the child has arrived in a car that is not fitted with an appropriate child restraint, educators are to bring the matter to the person's attention. Staff are to suggest that they will contact the other parent or an authorised nominee to collect the child. If the person refuses for the child to be collected by another authorised person and insists on taking the child, educators are to immediately contact the Police and inform them of the circumstances, the person's name, and vehicle make/model and registration details.

Late Collection of Children

- Families are to notify the service as soon as possible if they know that they are going to be late collecting their child/ren. Parents will be encouraged to make alternate arrangements for an authorised collection contact or other person that they authorise via email to collect the child/ren.
- If there are children still present at the Service at 6.00pm, the Nominated Supervisor or Responsible Person will contact the parents immediately. If we are unable to contact the parent, the authorised nominees will be contacted.
- If a parent or authorised nominee cannot be contacted and the child is still present at the service at 6.30pm then the Nominated Supervisor or Responsible Person will contact the Police and inform them of the circumstances and seek their advice.
- The two educators that are rostered on the closing shift are to remain at the service with the child until the parent/authorised collection contact arrives or until Police advise of further instructions.
- At the discretion of the Nominated Supervisor, a late fee of \$1 per minute will be charged for any child collected after 6.00pm.

Closing Procedures

- At the end of each day, the Nominated Supervisor or Responsible Person checks that all children have been signed out using the Xplor/Playground. If a child has not been signed out, the outdoor roll will be cross checked, and educators will be asked to confirm if the child has left. If an educator(s) is aware that the child has left the Service safely, the Nominated Supervisor or Responsible Person will sign the child out.
- At the end of each day, educators must check the whole premises including outdoors and indoors (cot room and shed included) to ensure that no child remains on the premises after the Service closes.
- 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 the parents' care, the Service will contact the Police immediately to inform them of the circumstances and to seek advice. The service will also contact the Approved Provider as well as the Regulatory Authority as soon as possible.

References

- *Education and Care Services National Law*
- *Education and Care Services National Regulations*
- *Guide to the National Quality Framework*
- Australian Child Care Alliance NSW - <https://nsw.childcarealliance.org.au/members/policies-required-under-regulation-168>
- ACECQA 'Safe Arrival of Children, NQF Review', July 2023
- CELA Sample Delivery and Collection of Children Policy, June 2023
- Dr Brenda Abbey (Childcare by Design)

Policy Review

The Service encourages staff and parents to be actively involved in the 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, where necessary, as part of the review to ensure the policy contents are consistent with current research and contemporary views on best practice.