

## 11. Delivery and Collection of Children



### Introduction

It is the responsibility of educators and families to ensure the safe arrival and departure of children at the centre and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre and confirm the children's presence or absence from the centre. This ensures a child's arrival and departure at the centre continues their safe care and custody.

### Purpose

To ensure the safe arrival and departure to and from the centre for all children and their families. To support children in settling into the centre each day and experience quality education and care through continuity of educators and positive interactions within the centre.

### Goals – What are we going to do?

- Keep an accurate record of a child's attendance using OWNA to ensure there is a record of the children being cared for by the centre and to ensure that the correct child/staff ratios are being met.
- Ensuring practical and safe approaches to the delivery and collection of children at the centre will promote a smooth transition between home and the centre, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody and that the service is meeting its duty of care obligations under the law.

### Strategies – How will it be done?

#### Attendance records

- A record of attendance, kept at the centre via OWNA includes the date, full name of each child attending, arrival and departure times, and electronic signature of the person who delivers and collects the child.
- The child will leave the centre only with the parent authorised contact, an educator as part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)
- An educator will review the daily sign in and out register OWNA. Where parents or authorised persons have not electronically signed in, an educator will acknowledge that the child is in attendance. Parents or authorised persons will be prompted by OWNA to confirm attendance prior to electronically signing them out at the end of the day.

- Ensure that two educators verify that all children have been signed out of the centre. If a child is not signed out, educators will check all areas of the centre to ensure no child remains. Educators will then sign the child out via OWNA and complete the centres *Daily Lockup procedure*.
- An *Authority to collect form* will need to be completed by family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.
- Allow a child to leave the centre only with an “authorised person”. Educators will always act in the interest of safety for the child, themselves and other children in the service. It is at the educators’ discretion to determine if they believe an authorised person is unable to appropriately care for the child on the individual case and circumstances.
- Parents or authorised contact will electronically sign each child in and out of the centre upon arrival and departure, using OWNA and an electronic signature.
- Electronic OWNA access via mobile networks is to be used in the case of an emergency to account for all children.

**Please Note:** *Both parents have lawful authority of their children and consequently permitted to remove their 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 centre and will be stored with the child’s enrolment information.*

### Authorisation for collecting children

- Ensure that parents complete Emergency Contact details on enrolment form or *Authorised Collection Form* for any adult, other than the parent, who is to collect their child from the centre.
- Ensure that children are only collected by adults authorized by the parent to collect their child.
- If parents are separated or divorced they are required to inform the Centre of any custody arrangements. Copies of any Court Orders must be provided to the Centre before access by either parent is to be restricted.
- An “authorised contact” 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 authorised contacts to collect the child. 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 child’s parents will be contacted immediately.
- If an unauthorized person attempts to collect a child the Nominated Supervisor or Educator will keep the child with them until having made contact with the parent or other authorized responsible adult.

- If a parent rings during the day to inform that an unauthorized person is to collect their child (phone requests should only be accepted in an emergency situation) the Nominated Supervisor or educators will: 1. Record the time of request. 2. Name and phone number of person making request. 3. Record details of person to collect including name and address. 4. Check ID on arrival.
- Ensure that children are only collected by a responsible person who is at least 16 years of age. Older siblings who are not 16 years or over are not able to sign a child out.

### Family Access

- Ensure that parents are able to have access to their child at any time during the day.
- Ensure that parents can exchange information about the child with primary contact staff at mutually convenient times on an ongoing basis.
- Ensure that if parents are separated or divorced they are required to inform the Centre of any custody arrangements. Copies of any Court Orders must be provided to the Centre before access by either parent is to be restricted.
- Any person who has been forbidden by court order from having contact with a child attending the centre must not be given any information concerning that child, must not be allowed to enter the premises while the child is attending the service and must not be permitted to collect the child from the centre.

### Late collection of Children

- The centre is approved for children to attend the centre between 6.30am and 6.30pm and 7.00am and 6.00pm (Abermain Only). Educators must meet Regulations at all times and would be contravening these regulations if they supervise children at the centre outside these hours. Late collection can be very distressing for the child.
- The Centre understands that parents can be late for collecting their child for a variety of legitimate reasons. If parents/caregivers are to be late they must inform the Centre by phone so that educators are able to explain this to the child and make preparations for the care of the child.
- This will then be recorded in the centre diary with the child's name, date and time of collection, and reason for late collection. The parent will then be given a warning of the centres late collection fee and that they will be charged should they be late again. The centres late fee is \$5.00 for every minute thereafter per child if a child is left after the centres operating hours.
- Two Educators are to remain on the premises with any late child until they are collected by an authorized, responsible adult.

### Visitors

- Ensure that all unauthorized visitors to the Centre sign the visitor's book with name, date, arrival and departure time, reason for visit.
- Ensure that all family members and friends sign an attendance sheet for any events held within the service premises and that this sign in and out sheet is kept with the event note and details.

- Ensure that any visitor is accompanied by primary contact staff whenever they are in the presence of children.

### Concerns for Safety, Health and Wellbeing of the child

- Educators will always act in the interest of safety for the child, themselves and other children in the care and education service. If educators 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, educators 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; and 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.

### When no one arrives to collect a child

- It is the policy of the centre that if a child has not been picked up by the centres closing time, educators will immediately contact the child's parents and/or emergency contacts listed on the enrolment form. If the educators are unable to contact parents or emergency contacts, then the educators should contact the Nominated Supervisor who will give further instructions.
- In the event of a child being left at the centre the following procedure will be followed:
  1. Try to contact the child's parents.
  2. If you are unable to contact parents then contact the nominated emergency contacts.
  3. Details of all calls must be recorded in the centre diary, including time of phone call, number you called and who you called etc.
  4. If this is not successful, the Nominated Supervisor must be contacted and informed of the situation. The Nominated Supervisor will then contact a member of the management team.
  5. One staff member is to remain at the centre and continue to contact the child's emergency contacts.
  6. If by 7.00pm staff have not been successful in contacting the parents or any of the contacts then management is to be advised and they will contact the appropriate authorities.
  7. Staff must thoroughly document all steps.

## Roles and Responsibilities

### Approved Provider will:

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regards to the delivery and collection of children at all times.

### Nominated Supervisor will:

- Provide supervision, guidance and advice to ensure the adherence to the policy at all times.
- Ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards.

- 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 will:

- 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.

### Families will:

- Electronically sign children in and out via OWNA. This will capture the date, time and individual parent electronic signature.
- Communicate any changes of routine with educators.
- Leave your child in the direct care of an educator.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.

### Related Legislation

- Education and Care Services National Law Act
- Education and Care Services National Regulations: Regulations 99, 158-159, 168(f), 176
- Family Law Act 1975 (Cth), as amended 2011
- Children and Young Person (Care and Protection) Act 1998

### Links to other policies and documents

- Children's sign in/out sheets/OWNA
- Daily lock up procedure
- Authorised collection form
- Enrolment form

Links to Education and Care Services National Regulations: 99, 158-159, 168, 176

Links to National Quality Standards/Elements: 2.2, 7.1

### Sources

- Australian Children's Education and care Quality Authority (ACECQA) [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Community Early Learning Australia
- Education and care Services National Regulations and Law