

# Delivery and Collection of Children Policy

## NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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## National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

## Aim

To ensure the safety and wellbeing of children at all times.

## Related Policies

Acceptance and Refusal of Authorisations Policy

Child protection Policy

Enrolment Policy

Family Law and Access Policy

Incident, Injury, Trauma and Illness Policy

Infectious Disease Policy

## Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

**Arrival:**

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator. Parents/Authorised person will be asked to confirm on the child next attendance to the service.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- Educators will assess the health and wellbeing of each child. Children who are unwell, including those who have symptoms of an infectious disease OR COVID 19 or an injury which prevents them from participating in activities, or an injury which a doctor has or would likely say means the child must be excluded from care (eg a head injury) will not be permitted to attend until a letter of clearance is provided by a doctor
- A locker will be made available to children and their families.

**Departure:**

- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator. Parents/Authorised person will be asked to confirm on the child next attendance to the service.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child. Providing photo ID
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date.
  
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity they will be unable to release the child into that person's care

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
  - discuss their concerns with the parent, if possible without the child being present
  - suggest they contact another parent or authorised nominee to collect the child
  - inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
  - (again) attempt to contact the parents or other authorised nominees
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to **30 minutes** before ringing the police or Child Protection Hotline
  - wait for **30 minutes** and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

## Review

The policy will be reviewed annually by:

- Management
- Employees
- Families
- Interested Parties

## Sources

Education and Care Services National Regulations 2011  
Early Years Learning Framework  
National Quality Standard  
Work Health and Safety Act 2011  
Work Health and Safety Regulation 2011

### Late Pick up:

There is a late fee charged for any families who arrive after 6pm to pick up their child.. The fee is \$30 for the first 15min or part thereof and if the delay is beyond 6:15pm, the fee increases at the rate of \$30 for each ¼ hour or thereof. This then goes to the staff who are supervising your child after hours as overtime isn't paid. This fee will be deducted by Hubworks as a one-off payment on the Friday of the week you are late.

Reviewed: August 2021

Date for next review: August 2022