

DELIVERY AND COLLECTION OF CHILDREN POLICY

Quality Areas: NQS 2 - Children's Health and Safety, NQS 6 - Collaborative partnerships with families and communities and NQS 7 – Governance and leadership.

Policy Owner: Safety & Compliance

Why this is
important

1.0 Introduction and Purpose

Children's arrival and departures need to be safe and support the transition of the child and family. This process should include the completion of required records and confirm their presence or absence from the centre.

It is essential that a sound and safe transition process is in place for children to be welcomed and when departing. These processes support the children to move from one environment to the other easily. These transitions should include sharing information to support a successful arrivals and departures process.

2.0 Who does this policy apply to:

All Team Members and Families

3.0 What is our Policy:

A record of children's attendance, that is accurate, is critical to ensuring team members and centre leadership teams understand the children in attendance so that child to team member ratios is being met by the centre.

A child may only leave the centre premises under any of the following circumstances:

- A parent/guardian or authorised nominee ('**approved person**') collects the child.
- A parent/guardian or approved person provides written authorisation for the child to leave the premises for an excursion or routine outing.
- A parent/guardian or approved person provides written authorisation to be transported.
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

3.1 Signing in and out

A parent/guardian or approved person is required to sign in and out via the Qikkids Kiosk on arrival and departure. Where a parent / guardian has failed to sign in out the centre will complete this process on their behalf. Reminders will be provided to ensure that this requirement is met.

3.2 Attendance sheet

A daily record of attendance will be kept within each room of the centre and includes:

- the date; and
- the full name of each child booked to attend for that day; and
- the arrival and departure time of each child.

Team members will ensure that this daily record of attendance is accurate, complete and records each child's arrival and departure times.

Team members will ensure that heightened supervision practices will be in place during times of arrivals and departures so that children depart safely with their parent / guardian or approved person. These strategies will be documented in the Supervision Risk Management Plan and implemented by all team members.

Signage will be placed on exit doors to remind families to close doors and to manage safe arrival and departure processes.

3.3 Authorised Nominee ('Approved Person')

On enrolment parents/guardians are to provide the name/s of person/s who are authorised nominees or approved persons for the purpose of collecting their child/ren from the centre. This information is recorded on the Enrolment Form. All *enrolment forms* are available and accessible for team members. Team Members should understand who is allowed to collect a child from care and any specific collection arrangements in place.

Approved Persons will be required to show photo ID to Team Members prior to collecting and signing out child/ren (if not known to Team Members).

The Centre Manager or Responsible Person are to check the name on photo ID against the list of approved persons to collect a 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.

Where a parent/guardian requires a person to collect who is not documented on the enrolment form the *Authorisations – Acceptance and Refusal Policy* should be followed.

Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the centres' care unless there are specific orders prohibiting contact with the child. Court orders, parenting orders or parenting plans, or by specific documented directions from Child Protection must be provided to the centre and will be stored with the child's enrolment information.

3.4 Late Collection of a Child

Where a parent / guardian fails to collect a child, the following process will be implemented:

1. The team members will contact the parents or other approved person on the phone numbers provided from the time the centre ceases operations.
2. The team members will contact the Centre Manager and inform them that a child has not been collected. The team members will both remain at the centre.
3. The team members will 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
4. An email will be sent to the parents/guardian if no contact over the phone.
5. The centre will continue to contact parents or authorised nominees every 10 minutes and leave voice messages.
6. The team members will wait for 30 minutes, contact centre's Portfolio Manager or General Manager (GM) to seek guidance on next steps.
7. In the event the parents or approved person has not arrived and have been advised by PM/GM, the Police or Child Protection Hotline will be called for guidance on the next appropriate actions.

3.5 Late fee payment

A late fee applies where a child has not been collected during operating hours and remains after closing time. A late fee is charged in accordance with the Fee and Enrolment Policy. The fee will apply from the closing time, and late fees will be added to the families account for the following Debit Success payment. While extenuating circumstances may be considered in some situations (e.g. last-minute train strike or a traffic accident etc.), parents are responsible to make alternative arrangements for their child to be collected on time. If a parent knows they are going to be late, they should contact the centre via phone to inform the Team Members.

3.6 Concerns for the Safety, Health, and Wellbeing of Children

Team Members will always act in the interest of safety for the child, themselves and other children in the centre. If Team members 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 declaring that they hold concerns for the person, recommend and support that another person collects their child with them or on their behalf. 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.

Where a team member holds a reasonable suspicion that a child is unsafe then child protection will be notified in accordance with the *Child Protection and Mandatory Reporting Policy*.

4.0 Responsibilities:

4.1 Approved Provider will:

1. Ensure there is adequate induction for Team Members to understand their obligations regarding collection and departure requirements
2. Ensure the enrolment form template sets out documented information about who is authorised to deliver and collect a child

4.2 Centre Manager / Nominated Supervisor will:

1. Ensure that Qikkids is set up and in working order before families' arrival. If the system is not working, the Nominated Supervisors/Responsible Person will ensure the families have a paper version to record their child's attendance, including times of arrival and departure and signature of person delivering or collecting child.
2. Ensure that an *enrolment form* for each child has at least one emergency contact, other than parent/s or guardian's details who can be contacted in an emergency
3. Ensure children are adequately supervised and are protected from harm and hazard
4. Ensure that if an unfamiliar or unknown person arrives to collect a child that their photo ID will be checked against the list of approved persons to collect. A person is not allowed to collect a child if they are not listed as an approved person on the enrolment form or have been permission has been given to the centre from parent/ guardian. Confirmation information will be gained from the parent/guardian prior to releasing child into their care if information provided is not consistent.
5. Ensure children do not leave the centre except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment).
6. Ensure that a parent of a child attending a Guardian centre may enter the centre premises at any time whilst they are in our care, except when:
 - Permitting entry would pose a risk to the safety of the children and team members or conflict with the duty of the Nominated Supervisor under the National Law; or
 - The Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
7. Ensure an unauthorised person (as defined in the National Law) is not at the centre while children are present unless the person is under direct supervision.
8. That at a minimum twice a day, morning and afternoon, attendances will be checked to ensure that all children have successfully been signed in and out and that team members have recorded child's attendance on their room records. Where there are discrepancies, the NS or RP will contact the parent or approved person to confirm absence and updated attendances consistently.

9. At the end of the day, ensure all children are signed out of the Qikkids Kiosk. If it is determined a child is not in attendance and has not been signed out, the NS or RP will:
 - Confirm their departure time and who collected them with Team Members; and/or
 - Ring parents or authorised nominee to confirm times and child's wellbeing and safety.

4.3 Team members will:

1. Ensure attendance records are completed accurately by the parent / guardian by using the roll and marking the arrival and departure times of each child. This will assist in knowing the number of children in attendance to maintain ratios.
2. Greet children on arrival warmly and ensure that you gain information to support their day. At the end of the day ensure that their belongings are available, and documents and information support the parent / guardian or authorised person understand how they spent their time at the centre.
3. Provide a supportive and welcoming environment for children and families and provide advice on arrivals and departure routines and rituals that can support meaningful transitions.
4. Regularly review the attendance sheet to ensure the location of each child and note the location of children in attendance. Ensure processes for head counts processes are documented on the Supervision Risk Management Plan.
5. In instance when a parent or authorised nominee has not signed the child in or out, team members will sign the child into the attendance sheet and the Nominated Supervisor/Responsible Person will mark the attendance on the Qikkids Kiosk as soon as possible.
6. Prior to closing the centre, the Responsible Person (RP) and Team Member must verify that all children have been signed out. If a child has not been signed out, team members will check all areas of the centre and look for clues such as bags remaining in lockers etc, to ensure no child remains. This will be recorded on the attendance sheet. If the centre is unable to conclude when and how the child departed contact will be made to ensure that the child exited with a parent/ guardian or approved person.
7. Notify the Nominated Supervisor or Responsible Person if they are unsure of a person collecting a child or the arrival of a new child at the centre.

4.4 Families and Communities will:

1. Sign in/out using the Qikkids Kiosk at the centre upon arrival and at the time of departure.
2. If Qikkids kiosk is not working, parent/guardian to sign a paper version, adding times and signature.
3. Communicate any changes of routine with the team members available upon arrival.
4. Communicate with Nominated Supervisor or Responsible Person about any changes to collection or drop off arrangements.
5. Leave their child in the direct care of a team member.
6. Ensure they inform a Team Member when they collect their child and are leaving.
7. Provide the centre with any court orders, parenting orders or parenting plans relating to the child's access and care arrangements.
8. If the parent/guardian is running late, notify the centre if this is close to or will be after the centre ceases operations for the day.
9. Understand if a parent or approved person is uncontactable and that their child is not collected after 30 minutes post-closing, the police and/or Child Protection will be contacted.
10. Pay the allocated late fee incurred.

4.0 Definitions:

Authorised Nominee: An Authorised Nominee as defined by the National Law and Regulations is a person who has been given permission by a parent or family member of the child to collect the child from the centre. Called an 'approved person'.

5.0 Tools and Resources

The most important documents I need are:

Educator Logs
Enrolment Form

Other supporting documents will include:

Risk Assessment
Supervision Risk Management Plan
Fee and Booking Policy
Child Protection and Mandatory Reporting Policy

5.0 Links to the National Law and Regulations

Section 165 Offence to in adequately supervise children.

Section 167 Offence relating to protection children form harm and hazards.

Regulation 99 Children leaving the education and care service premises.

Regulation 158 Children's attendance records must be kept by the Approved Provider.

Regulation 161 Authorisations to be kept in the enrolment form.

6.0 References

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Guide to the National Quality Framework 2018

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