

Delivery of children to and Collection of Children from Service

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
99	Delivery and collection of children

RATIONALE

KAZ Early Learning Centre has a responsibility to families and children to ensure the safety and wellbeing of each child on arrival to and departure from the service. As there are a number of potential risks when a child is delivered to and collected from any service, it is essential that staff/educators and families follow the correct safety procedures for arrival and departure of children at KAZ Early Learning Centre.

KAZ Early Learning Centre acknowledges the importance of the child/family bond and will ensure parents/guardians have access to their children when required.

AIMS

To ensure a safe environment and procedures for the arrival and departure of children to and from KAZ Early Learning Centre.

To establish a partnership between families and the service to ensure the safe arrival and departures of children procedures are understood and continually implemented.

To provide an accurate record of child attendance to ensure that the correct child/staff ratios are being met by the service.

PROCEDURE

KAZ Early Learning Centre is not permitted, by law, to care for children outside the service's license hours. Therefore children will not be allowed to enter the premises prior to the license opening time and must be collected and leave the premises by the license close time.

On arrival and departure the custodial parent/guardian or authorised nominee responsible for bringing and collecting the child must use the digital attendance record to sign the child in and out of the service. On enrolment parents/guardians or authorised nominees will receive an email with their sign in PIN. Signing children in and out of the attendance record is a legislative requirement to ensure the safety of children attending the service. It is also a Federal Government requirement, to be entitled to claim Child Care Subsidy. A child's attendance must be accurately recorded stating the hour of care and name of person responsible for the delivering and collecting of the child. Educators will regularly review the attendance record throughout the day to ensure its accuracy at all times. In instances when a parent or authorised nominee has not signed the child in or out, a staff member will sign to confirm that the child is in attendance or has left the service.

When a child arrives at the service, the person delivering the child must take the child to a primary educator in the playroom or outdoor environment. Children are not to be left with any other person such as administrative staff, students, volunteers or cook.

When collecting a child, the person must notify a primary educator that they will be taking the child from the service. Educators/Staff will ensure that the person collecting the child is a person authorised on the child's record file. (Refer below to *Authorised persons other than the child's custodial parents/guardians*). When entering and leaving the service, parent/guardian, educators/staff and visitors must ensure that all gates and doors are securely closed to prevent children from accessing unsupervised areas and/or leaving the premises.

If a parent/guardian or visitor finds a child in an unsupervised area of the service they should move the child to safety and inform staff immediately.

The Responsible Person and educators will ensure the premises are secure at all times by regularly checking throughout the day that all gates and doors leading outside the premises are locked. A visitor's book will be completed, signed by all persons visiting the service, such as contractors, entertainers and representatives of government agencies.

Main entry doors to service must be secured at all times to ensure that no unauthorised persons gain access to the service without permission. All parents/guardians and visitors should enter and exit through the main entrance.

Access

Should a parent/guardian require contact with their child at any time during care hours, staff will allow children to speak to their parent/guardian on the telephone or on the premises of the service.

The child can only be removed from the service by an authorised person and must be 'signed out' of the service.

Parents/guardians are invited to talk to staff about their child at any mutually convenient time.

Video monitoring used at the entrance to the service is for security purposes. It cannot be viewed remotely and will not be displayed outside the service. Parents/guardians who do not wish their child to be photographed or videoed will indicate this to staff on enrolment (currently cameras are not connected).

A child may only leave the premises of the service if the child:

- (a) is given into the care of—
 - (i) a parent of the child; or
 - (ii) an authorised nominee named in the child's enrolment record; or
 - (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- (b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- (c) is taken on an excursion (written authorisation)
- (d) is given into the care of a person or taken outside the premises—
 - (i) because the child requires medical, hospital or ambulance care or treatment; or
 - (ii) because of another emergency.

Authorised persons other than the child's custodial parents/guardians

KAZ Early Learning Centre will not accept telephone instructions requesting a person not authorised in writing to collect a child from the service. Custodial parents/ guardians are required to inform the service in **writing** of any person authorised to collect their child from the service. When the child begins care custodial parents/ guardians complete the *Authority to Collect* section on the *Enrolment* Form consenting to these people, collecting their child. Changes can be made to this arrangement at any time by updating the enrolment form.

If a parent/guardian requires a person who is not nominated on the enrolment form to collect their child on a 'one off' occasion parents/guardians must inform in writing or fill out a *Collection of Child Temporary Authorisation* Form.

Educators/Staff must confirm all persons collecting children from the service are authorised by the custodial parent/ guardian on the child's enrolment form. If the person is unknown to educators/staff the person is required to verify their identity by producing photo identification that states the person's full name and address. Educators/Staff will check these details against those provided by the parent/guardian. Educators/Staff will contact the parent/s by telephone if they are in doubt of whether a person is authorised to collect the child.

Where there is concerns for the safety, health and wellbeing of Children

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and an educator/staff member feels that the person is unfit to take responsibility for the child, the educator/staff are to bring the matter to the person's attention before releasing the child into their care (**National Law 171**). Wherever possible, such discussion is to take place without the child being present. Educators/staff are to suggest that they contact the other parent/guardian or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff are to inform the police of the circumstances, the person's name, and vehicle make/model and registration details. Staff cannot prevent a parent/guardian from collecting a child, but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements, if they feel the parent/guardian is in an unfit state to accept responsibility for the child.

Other reasons why a staff member would try to prevent a child from going home with a parent or authorised person as well as the above mentioned are:

- 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.
- A parent or authorised person does not have a car fitted with an appropriate child restraint.

Court Orders

Parent/guardians are required to provide the service with all court orders that forbid any person from having contact or access with the child. Educators/Staff will ensure that they adhere to all court orders. If a person that is indicated in court orders attempts contact with or access to the child while in care, educators/staff will contact the custodial parents/ guardians and the police.

Educators/Staff are unable to refuse a parent access to their child without a current court order.

Collection of Children by Persons under 18 years of age

KAZ Early Learning Service requires that persons, other than the parents/ guardians, collecting the child must be over the age of 18 years. In cases where parents wish for someone other than those over 18 years to collect the child parents must complete an *Authority for Persons under 18 years to Collect* Form. In signing this form parents accept responsibility for the safety and wellbeing of the child to be released from the service to a person less than 18 years. Any person under the age of 16 years cannot collect children from the service.

The Nominated Supervisor has the discretion not to comply with a parent's request for persons less than 18 years to collect a child if he/she feels the sibling is not of a mature and responsible nature.

Service Closure Procedure

Each evening, when all children have left the service, 2 primary educators will complete the *Service Closure Checklist*, ensuring the Service is secure and that all children have left the premises. The checklist includes a requirement for educators to check the attendance record for the day and

list of any children who have not been signed out of the service. If a child has not been signed out of the service, and educators/staff do not recall seeing the parent/guardian collect the child, educators/staff will telephone the parent/guardian and ask “Is your child with you? – you did not sign him out and we need to check he is with you”. When all children have been accounted for, educators/staff sign the *Service Closure Checklist* and lock the service.

A sign is displayed at the entrance with the Approved Providers after hours contact number for emergency purposes. Should a parent/guardian believe their child has not been collected from the Service (e.g. when he/she was collected by another authorised collection person), they are able to call the emergency number and the Approved Provider will communicate to the parent/guardian who collected their child and at what time.

Children not collected by the service’s licensed closing time.

KAZ Early Learning Centre is not permitted by law, to care for children outside the service’s license hours. In the event of a child not being collected by the licensed closing time, a late fee will be charged to the parent. Also, if the child is not collected within 10 minutes of the license closure time the educators/staff will follow KAZ Early Learning Centre’s *Late Collection of Children* policy and procedures. This may result in the child being collected from the Service by the police.

Families/family member or authorised nominee will:

- Sign each child in and out of the service upon arrival and at the time of departure, on the electronic attendance record.
- Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child.
- Leave your child in the direct care of a staff member at all times.
- Ensure an educator is aware your child has been collected from the service at all times.
- Provide the service with any court orders relating to your child upon enrolment of the child.

The Approved Provider will:

- Ensure the service operates in line with the Children (Education and Care Services) National Law (NSW) 2010 and The Education and Care Services National Regulations with regard to the delivery and collection of children at all times.
- 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 (**National Regulation 157(1)**)—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Approved Provider, supervisor or educator under the law or
 - the Approved Provider is aware the parent is prohibited by a court order from having contact with the child.

The Nominated Supervisor will:

- On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that attendance records will be used for emergency evacuations and need to be completed by families both on arrival and on departure from the service.
- Develop rosters to provide for continuity of care for the families and children throughout the day.
- Ensure children are adequately supervised and are protected from harms and hazards.
- Ensure children do not leave the education and care service premises except in accordance with the Education and Care Services National Regulations.
- 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 (**National Regulation 157(2)**)—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Nominated Supervisor, provider or educator under the law or
 - the Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (Authorised person described in **National Law 170(5)** and Inappropriate person described in **National Law 171(3)**) is not at the service while children are present unless the person is under direct supervision.
- Ensure there are procedures in place to ensure that all children have been signed out for the day by the parent/guardian of the child or a responsible person.

Educators and staff will:

- Set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting.
- Greet families and find out about the child's needs for the day.
- Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.
- Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.
- Ensure accuracy of attendance record at all times.
- If unsure whether a child should be allowed to leave with the person who has come to collect, do not allow the child to go until permission is confirmed. Seek advice from the responsible person if unsure.

Responsibilities of the Visitors

- To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our Service must sign in when they arrive at the service and

sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

Evaluation

Arrival and departure times encourage families to interact in the environment, build relationships, open communication networks and ensure the safety of children when being delivered and collected from the service.

<p>KAZ Early Learning Centre Related Policies and Procedures: Child Protection Policy Late Collection of Children Policy Enrolment and Orientation Policy</p> <p>Appendices: Enrolment Form and Agreement Change of Details Form Collection of Child Temporary Authorisation Form Authority for Persons under 18 years to Collect Form</p> <p>Related Statutory Obligations & Considerations Australian Children’s Education and Care Quality Authority (ACECQA) http://www.acecqa.gov.au/ Children (Education and Care Services) National Law (NSW) No 104a https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full Children and Young Persons (Care and Protection) Act https://www.legislation.nsw.gov.au/#/view/act/1998/157 Department of Education http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care Education and Care Services National Regulations https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full National Quality Framework (NQF) http://acecqa.gov.au/national-quality-framework/ Family Assistance Law</p> <p>Related Telephone Numbers NSW Early Childhood Directorate - 1800 619 113 ACECQA - 1300 422 327 Police - 000 Office of the Children’s Guardian – (02) 8219 3600</p>			
<p>REVIEW This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the <i>Education and Care Services National Regulation</i>, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.</p>			
Date Issued:	October 2019	Review Date:	October 2020
Amendment	NQS added, additional points & formatting		

Family, Educator and Staff Comments:

