

QA2 – DELIVERY AND COLLECTION OF CHILDREN PROCEDURE

INFORMATION

Our centre is committed to ensuring that children arrive at, and are collected from, the centre in a safe, and supportive manner. The following procedure outlines the roles and responsibilities of centre staff, and families, during the arrival and departure process.

RESPONSIBILITIES

All team members, families, visitors, students and volunteers must comply with this procedure.

PROCEDURE

AUTHORISATIONS

- Parents/guardians will be asked upon enrolment to nominate individuals who are authorised to collect children, either as part of regular collection, or if the child is sick/injured and the parents/guardians cannot be contacted.
- Parents/guardians can add to the list of authorised individuals as needed, and this must be done in writing.
- Nominated supervisors will remind families throughout the year to update/confirm their authorised contacts.
- If restrictions regarding access to children are in place in the form of official court orders, parenting plans and/or any other legal agreement, we ask that copies are provided as soon as possible – staff will follow all directions as set out in the documents.
- **Please note:** “Parent” ‘does not include a parent prohibited by a court order from having contact with the child.

ARRIVALS AND DEPARTURES

- All children must be signed in and out of the service by their parent/guardian. If the attendance record is not completed by the person delivering the child/ren to the service, the Nominated Supervisor will complete the attendance record and note the time of arrival.
- Parents/guardians must sign a child out as they leave the service. If this does not occur, the Nominated Supervisor or Responsible person in charge must contact the parent/guardian and request they sign the child out on the app. Failure to do so, may mean that CCS will not be applied for that session.
- Only people nominated in writing by the parents/guardians are permitted to collect the child from the centre.
- If parents/guardians wish to nominate an older sibling who is under 16 years of age to collect the child, this must be firstly be discussed with the Nominated Supervisor, with the outcome documented and signed by both parties.

- If someone arrives to collect a child and they are unknown to staff they will be asked to produce valid identification, which will be cross-checked against the people authorised by the parents/guardians.

WHEN A CHILD CAN LEAVE THE PREMISES

A child may only leave the premises if the child:

- Is given into the care of the parent/guardian, or an authorised individual as documented in writing by the parent/guardian.
- Leaves the premises in accordance with the written authorisation of the child's parents/guardians or authorised individual named in writing by the parents/guardians.
- Is taken on an excursion that has been approved by the parent/guardian or the authorised individual.
- Is taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency.

COURT ORDERS

- Nominated Supervisors must be notified by a parent/guardian if a court order prohibits another parent/guardian from collecting a child from the service.
- A copy of the court order must be provided and kept with the child's file and in accordance with the service's confidentiality procedures.
- All team members will be made aware of any court orders that are in place, prohibiting a parent/guardian from collecting a child. Any changes to this must also be communicated to all team members and updated in the child's file.
- Team members will comply with the arrangement ordered by the court.

VISITS

- We support parents/guardians who wish to visit their child/ren whilst at the centre.
- If someone other than the parent/guardian wishes to visit a child at the centre (eg: Aunty, Grandparent) the parent/guardian needs to notify the centre in writing. Staff will ask for identification when the visitor arrives. Please refer to the "Students, volunteers, and visitors Procedure" for further information.

PERSONS NOT IN A SUITABLE STATE TO COLLECT A CHILD

Whilst staff are not legally permitted to prevent a parent/guardian/authorised individual from collecting a child, they will follow the steps outlined below if a person arrives to collect a child, and is determined to be in an unfit state to do so (eg: they may be under the influence of alcohol or drugs, or extremely unstable).

- Move the person to an area away from the children. If this is not possible, move the children away from the person.
- Offer to contact another Authorised Nominee to collect the child/ren instead.
- If there is a serious belief that the child/ren may be harmed if they leave with this person, notify police immediately.

PERSON NOT AUTHORISED TO COLLECT CHILD

If a person arrives to collect a child and the centre has not received written permission from the parents/guardians regarding this individual, staff will:

- Contact the parents/guardians to confirm that we will not allow the child to leave with this person. At this time the parent/guardian may write an email providing written permission; the person will not be able to leave with the child until the email has been received and their identification checked against the details provided by the parent/guardian.
- Take all reasonable measures to ensure that the child/ren remain at the service until permission has been granted.
- Contact the police immediately if the person becomes aggressive, abusive or tries to leave with the child.

ACKNOWLEDGEMENTS, REFERENCES AND RESOURCES

ACECQA (2018). *Guide to the National Quality Framework*. Retrieved 10 June, 2019 from <http://files.acecqa.gov.au/files/NQF/Guide-to-the-NQF.pdf>

DOCUMENT CONTROL

| Date Reviewed | Modifications |
|-----------------|---|
| June 2019 | Created new policy document and format. |
| 8 February 2022 | No change |