



Policy No: CE-POL-003/1.3/2012

Delivery and Collection of Children Policy

The following guidelines must be adhered to at all times to ensure the safety of the children

Custodian: Management
Committee

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Version No: 1.3

Approved By:
Melissa Smithen
Chairperson

**On behalf of the Management
Committee.**

Approval Date: 20/3/19

Next Review Date: 20/3/21

Supersedes:
Delivery and Collection of
Children policy version 1.2

1 Purpose:

This policy ensures the safety and security of each child that attends the centre

2 Scope:

Approved provider
Nominated Supervisor
Educators and staff
Parents & nominees authorised by parents
Students & volunteers

3 Supporting Documents:

[Fees Policy](#)
[Emergency Evacuation Procedure](#)
[Supervision of children policy](#)

4 Policy Details:

The safety and security of children is of great importance to the centre. By adhering to the rules set out below we will endeavour to support each family in an effort to keep their children safe.

5 Procedure:

Delivery of Children

Parents/Caregivers must document the time of arrival on the attendance form in their child's room & sign the form in order to be eligible for the Government Child Care Subsidy (CCS). This also assists staff in the event of an evacuation/lockdown of the Centre. Parents/Caregivers must ensure they inform an educator of their child's arrival and departure. The Centre will not accept children before

our 7:30 opening time or before 12:30 if the child is booked for an afternoon session.

Collection of Children

Once in care, a child may only leave the premises when:

- the child is given into the care of a parent of the child, or
- a person authorised by the parent in the child's enrolment record to collect the child, or
- it is in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record
- taken on an excursion and written authorisation in accordance with regulation 102 has been obtained
- the child requires medical care
- in the event of an emergency (including rehearsed emergency evacuations)

Children are to be collected **BEFORE** the closing time to allow time to sign out and communicate with staff in the centre. Staff on duty must, under their Award, finish at the closing time of the centre. Parents should ensure that they arrive in time to communicate with staff before closing time, as staff will not be available from this time

All children must be signed **OUT** by a parent or responsible adult in order for parents to be eligible for Child Care Subsidy. This also assists staff in knowing who has left the centre

- At the end of each day, a staff member checks the premises including outdoors and indoors to ensure no child remains on the premises after the centre closes.

Parents who are unavoidably detained and are unable to collect their child by the 6 p.m. closing time must telephone the centre to advise of their lateness and expected time of arrival. Whenever possible, they should arrange for another responsible adult to collect their child and advise the centre of this arrangement.

Failure to collect your child before the end of the session (12.30 p.m. or 6:00 p.m.) will incur a late fee of \$2.00 per minute. An **educator** will record the time the child is collected on the attendance form and the parent (or authorised person) collecting the child will sign to acknowledge. The late fee will be added to the next invoice. Invoices are placed in the family information pocket.

Collection of Children by a person other than the Parent /Caregiver

Staff will endeavour to ensure that the authorised pick-up list for each child up to date.

No child will be released into the care of any persons not known to staff. If staff do not know the person by appearance, the person must be able to produce some form of photo identification to prove that they are a person authorised to collect the child on the child's enrolment form.

Parents must give prior notice where the person collecting the child is someone other than those mentioned on the enrolment form, e.g. in an emergency situation. The person nominated by the parent must be able to produce some form of identification.

If a **court order** exists in relation to custodial/access arrangements for a particular child, then a copy must be supplied to the centre. Children are not released into the care of persons not authorised to collect the child.

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, the staff members are to bring the matter to the person's attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent 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 members are to inform the police of the circumstances, the person's name and vehicle registration number.

Staff cannot prevent a parent from collecting a child, but do have a moral obligation to persuade a parent to seek alternative arrangements if they feel the parent is in an unfit state to accept responsibility for the child.

Non-Collection of Children

In the event a child is not collected, the following guidelines will apply:

- Two staff members should be present to care for the child if possible
- Staff will continue to endeavour to contact the parents and emergency contacts listed on the enrolment form.
- Staff will document all steps taken.
- By 6.30 p.m. If no one has been found to collect the child, The Director will be contacted. (if the Director is unavailable, then the Assistant Director will be contacted)
- The Director will contact **Crisis Care (telephone 13 16 11)** for advice, and will advise the staff at the centre about what to do.
- If it is decided that the child will be collected by the Department for Child Protection, or a Police Officer, then a copy of the child's enrolment form should go with the child.
- A notice will be left on the door informing the parents of the location of their child, along with relevant contact telephone numbers.
- Staff members involved in the care of a child in this situation will ensure that the Director is given a full written report of the circumstances on the centre's next working day.

6 Definitions of Terms:

CCS- Child Care Subsidy

Authorised nominee- a person authorised by the parents and named in the child's enrolment form to collect the child

DCP- Department for Child Protection

7 Related Legislation and Regulations

Education and Care National regulations

Regulation 99 – [children leaving the education and care premises](#)

8 References:

Education and Care National regulations (accessed on line 15/11/18)

9 Review Strategy and History:

Review should be conducted biennially to ensure compliance with this procedure.

Version No.	Reviewed By	Approved By	Approval Date	Review Notes
1	Staff Management Committee	Liam Fudali Chairperson	20/3/13	New policy
1.1	Parents Staff Management Committee	Josephine Salisbury- Chairpeson	27/7/16	Minor amendments to align with latest version of National regulations
1.2	Management Committee	Josephine Salisbury- Chairperson	14/11/16	Insertion on page 2 dot point 3 "named in the child's enrolment record"
1.3	Parents, Staff Management Committee	Melissa Smithen- Chairperson	21/3/19	CCB changed to CCS Families SA changed to DCP Insertion of statement about delivery before opening time/session time Insertion- Educators recording time of late pick up Updated referencing