

## Delivery and Collection of Children Policy and Procedure

<b>Title:</b>	Delivery and Collection of Children Policy and Procedure		
<b>Last Reviewed:</b>	October 2015	<b>Next review due:</b>	October 2018
<b>NQF Reference:</b>	National Law section 167 National Regulations 99, 157, 158, 160,168 NQS 6		

### Policy

To ensure the safety of each child, all staff must ensure that children are delivered and collected from the service in a manner that meets the requirements of the National Regulations.

### Procedure

The approved provider and nominated supervisor must ensure that a child does not leave the education and care service premise unless:

- The child is given into the care of:
  - a parent; or
  - an authorised nominee named in the child's enrolment; or
  - a person authorised by the parent or authorised nominee; or
- Written authorisation has been given by the parent or authorised nominee named in the child's enrolment; or
- Going on an excursion; or
- Requiring medical, hospital, ambulance treatment or because of another emergency.

*Note: A parent does not include a parent who is prohibited by a court order from having contact with the child.*

Children must be signed in and out of the service by the person who delivers or collects the child, the nominated supervisor or an educator; recording the date and the child's arrival and departure times.

Persons under the age of 16 years not to deliver or pick up children unless in exceptional circumstances in consultation with the Director and Parent and must be in writing.

School students delivered to or collected immediately from school must be signed in / out by an educator or Nominated Supervisor.

Authorised person must deliver children to the Long Day Care Service, Before School or Vacation Care Service in the morning and collect in the afternoon and sign authorisation accordingly. A Nominated Supervisor may sign in exceptional circumstances, but must not sign the first or last attendance.

Where the authorisation to collect a child is not written (e.g. text, phone call) the educator must document the notification in writing.

Where the person collecting the child is unknown to the educator/service, the person will be required to show photo ID to verify the collection.

It is the responsibility of each member of staff to ensure the *Delivery and Collection of Children Policy and Procedure* is implemented.

Where a child is not collected from the education and care service premises 15 minutes after the displayed closing time (in-line with the *Collection and Delivery of Children Policy and Procedure*), the child will be viewed as an *abandoned child*.

In the case of an *abandoned child*.

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1. The nominated supervisor or responsible person (as defined in section 162(1) of the National Law) will aim to contact the parent(s) or authorised nominees named in the child's enrolment record.
2. Where contact has not been achieved after 10 minutes, the nominated supervisor or responsible person will notify the Senior Management Team and continue to attempt to contact the parent(s) or authorised nominees named in the child's enrolment record.
3. Where no contact has been achieved 30 minutes after the displayed closing time, the Senior Management Team will notify the Department of Health and Human Services (Child Protection: 1300 737 639) of an abandoned child at the service. The contact details of the parent(s) and authorised nominees will be given to the Department of Health and Human Services so all attempts at contact may continue.
4. A late fee, in accordance with the Fee Policy and Procedure, will be applied for every 10 minutes (or part thereof) that a child remains at the service after the displayed closing time.

To provide holistic support to families, Blackmans Bay Childrens Services will support families' engagement with their children. Parents will be supported to access the service at all times their child is in attendance at the service unless permitting the parent to enter would:

- Pose a risk to the safety of those in attendance at the service;
- Conflict with the approved providers, supervisors or educators duty under relevant legislation;
- Conflict with the requirements of a court order or parenting order (i.e. the parent is prohibited from having contact with the child under a relevant court order). Documentation relating to a court order, parenting order or parenting plan must be maintained as current and be adhered to at all times.

Where a **non-custodial parental access visit is to occur at the service:**

- A Visitation Verification Document must be completed by all parties;
- A record of the relevant documentation must be stored on the child's confidential file (i.e. relating to the child's residence or child's contact with a parent or other person);
- Ensure an appropriate environment is provided for access;
- The privacy and confidentiality of all individuals must be maintained at all times.

### Links to other policies or documents

- Fee Procedure
- Staffing Policy and Procedure
- Child Protection Policy and Procedure

### Sources

- Department of Health and Human Services
- *Education and Care Services National Law*
- *Education and Care Services National Regulations*