



DELIVERY AND COLLECTION OF CHILDREN/SAFE ARRIVAL AND DEPARTURE

TITLE: DELIVERY OF CHILDREN TO AND COLLECTION FROM THE CENTRE/SAFE ARRIVAL AND DEPARTURE.

BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and collection from, the service premises. Children's safety and wellbeing is of primary importance, and approved providers and their services must ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons. The transition of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Safeguarding children during their delivery to, and collection from, the service premises can be enabled by the creation of policies and procedures and an effective process for their implementation.

DELIVERY OF CHILDREN

The gate will be open at the designated opening time. In rainy periods it will be open slightly earlier.

Children must be signed in by the person bringing the child (or an educator if the person does not do this) on site with the time of arrival and initial of the person noted. The sign on folder will be placed in a location that is in the main learning room.

Children cannot be left to go through the door alone and must be taken to a teacher. Otherwise staff may not be aware the child has entered. The child will then be marked off the teacher's roll.

If a child shows symptoms of illness when arriving the child may not be accepted into the centre without a medical certificate. This is at the authorised supervisor's discretion and is in place for everyone's safety.

For children being delivered by another service such as Family Day Care or OSHC there is a risk assessment that must be done between the service and the centre prior to a child coming into the centre with this person.

COLLECTION OF CHILDREN

Children can only be collected by those who are authorised in writing by the parent/carer. It is the parent/carer's responsibility to provide photo ID for all emergency contacts which is kept in the child's file so that the staff are aware of who these people are. Parents are encouraged not to put children under 16 years on the enrolment form for emergency collection as emergency pickups. Staff can contact legal services to clarify. Photo ID is required for all authorised people collecting a child who are not the parent/guardian.

School children cannot collect a child from the centre randomly such as if a parent/carer is in the car. Staff cannot leave other children in their care while they are collecting a child. For instance, a baby cannot be left in the foyer in a pram unattended by the person who brought the child. .

The child must be signed out by the person collecting the child (or an educator if the person does not do this).

There is a fee of \$1 per minute for all late collections for occasional care and preschool from the first instance. This is payable at the time.

For children being collected by another service such as Family Day Care or OSHC there is a risk assessment that must be completed between the service and the centre prior to a child being taken by the person from the centre. All people collecting from a service must be authorised by the parent/guardian on the enrolment form in order to collect a child.

It is expected parents/carers will organise unfamiliar and unauthorised people to collect children in advance. They cannot simply phone the centre and inform them a stranger will be collecting a child.

The gate is locked when the last child leaves.

Late collection

- If a child is not collected on time the staff will firstly call the parent/carer straight after closing time and if this is not successful, then the emergency contact.
- If a stranger or unauthorised person comes to collect a child Regulation 99 will be followed. There is a risk assessment in place for this and staff will follow the processes. Staff must ensure they are talking to a parent so an unfamiliar or unauthorised person cannot simply phone the parent on the centre's behalf to verify. There is no guarantee this is the parent/carer on the phone. The centre requires the parent/carer to email from the email address that the centre has on file before a person not on the list can collect the child. This must be done BEFORE the person arrives. A parent should also phone the centre to inform them they have sent an email.
- In every situation, staff must be sure that the parent/carer has given written authorisation for the child to be collected with whoever comes.
- In an emergency situation there are still requirements for a parent to provide written authorisation unless it is police or emergency services. An emergency is considered something that is unforeseen and serious. It is not being late for shopping or late coming out of an appointment or doing an exam. These events are foreseeable.
- The parent/guardian is responsible for the late fee.

The police may be contacted if:

- There is no contact with the parent/carer or an emergency contact after 30 minutes of the usual collection time or no satisfactory plan in place for collection.
- If a stranger/unauthorised person comes to collect a child without the centre being notified. This is at the director's (or delegated person's discretion depending on the circumstances). A stranger stating they are collecting a child could pose a risk to the child's safety and staff will decide on this based on the circumstances.

Collection of a child will be refused if:

- There is not written evidence the parent has authorised the collection and staff are not satisfied it is the parent/carer authorising this (excepting emergency services).
- There is no photo ID for someone collecting a child. It is the parent/guardian's responsibility to ensure the centre has this. person brings this.

- The child is very distressed and refuses to go with a stranger or an unauthorised person that staff are satisfied can take the child. In this instance staff will contact the parent. The rights of the child will be considered in this instance.
- The environment the child is going into with a person who is not a parent appears unsafe. In this instance the staff will contact the parent and depending on the circumstances may contact other authorities also.

A child will always be given to a parent/guardian regardless of circumstances.

In the situations with late collection the director (or delegated person) will make decisions based on circumstances. The Education Director or the Dept Legal Services may also be contacted. The easiest way to avoid any issues with collection of a child is to ensure that there are sufficient people with photo ID on the enrolment form who can collect a child and that each person has provided photo ID.

DELIVERY AND COLLECTION

Babies'/toddlers' prams should not be left with a baby in them in the foyer. The baby must be taken with the parent or person delivering or collecting a child. Empty prams may need to be left outside depending on space in the foyer.

School children cannot be left in the outdoors unsupervised waiting for parents to come to collect children from the centre or while a parent/carer delivers a child. It is not possible to supervise them.

Those entering the preschool rooms and the foyer area should have phones away and not take calls while collecting and dropping off children. Educators may need to speak with parents or guardians, and it is not possible when they are on the phone. People will be asked to put phones away at this time. Phone calls should also not be taken in the foyer as it is a small area with a lot of traffic.

Parents/carers who have not provided up to date medical forms, medication, continence care plans or other required forms in place can start their children after all of this has been provided.

The staff carpark is not an entry for parents/children.

The exception to this policy is if the child is given into the care of another person for emergency medical treatment such as to an ambulance officer to go to hospital or to the police. The other exception to usual procedures is in an emergency other than emergency services as noted above.

All attendances on the sign on sheet are entered in EMS and teachers have a daily roll and regularly note the times children are checked for being present throughout the day. This includes transition times.

SERVICE PROVIDERS

The centre has a risk assessment to cover delivery and collection by service providers. The processes must be followed, and the centre will collaborate with the service provider. A new risk assessment may be needed when new service providers take on this role.

Once the service provider arrives and takes the child and until the service provider delivers the child to a teacher the child is the responsibility of the service provider and duty of care rests with the service provider.

The service provider must sign the child in and out as above. The names of each service provider must be authorised by the parent. It is not sufficient for the parent to write *Family Day Care* or *OSHC*. A

child will not be handed over in this instance. Roles and responsibilities are made clear in the risk assessment.

If a service provider arrives late for collecting a child, the parent is responsible for the additional care fee.

EXCURSIONS

On an excursion a parent/guardian must sign the form and be provided with information as per the Dept's camps and excursions policy with the required risk assessments completed. Delivery and collection may be different in these circumstances.

VISITING GROUPS ‘

The centre will inform visiting groups such as playgroups any requirements around arrival and departure of the groups which they are expected to follow.

This policy is developed with reference to Dept requirements and National law.

Approved by Governing Council on 15 December 2023

Review date: December 2025