



DELIVERY AND COLLECTION OF CHILDREN

POLICY STATEMENT

Our service will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

PROCEDURES

(a) Delivery of Children

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- The child's parent, guardian or nominee delivering a child to the service must sign the attendance register and record the time of arrival and their signature. When collecting children from school, in the absence of a child's parent, guardian or nominee, the Nominated Supervisor or an Educator must sign the attendance register and record the time of arrival for each child.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must complete the Medication Authorisation form as per the services Management of Medical Conditions and Administration of Medication procedures.

(b) Collection of Children

- Children must be collected by the closing time of the service.
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details or on an Authority to Collect Form on the service record. The collection list must be kept current and updated on a regular basis. Parents are to be encouraged to update the enrolment record with a list of trusted authorised nominees to call onto collect their child in emergencies.
- The parent, guardian or authorised nominee who is collecting a child must sign the attendance register and record the time of collection. When taking children to school, in the absence of a child's parent, guardian or nominee, the Nominated Supervisor or an Educator must sign the child out on the attendance register and record the time of departure for each child.
- Written authorisation must be given if children have permission to leave the service themselves. In this case, the Nominated Supervisor or an Educator would sign the child out of the service. Permission for child to leave independently form to be completed and kept on child's record. A child must be 10 years of age or over to be allowed to leave the service independently.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.



- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The person authorised to collect must be 13 years of age or over with written authorisation on the service record. Staff will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by writing via email, SMS, by an authorised nominee. These written notifications via email and SMS are to be kept on record.

Deem if a person collecting a child is considered unfit

- 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 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 to 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 persons' 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.
- At SPCC Saints Academy we place children first and are motivated to do what is best for them. Implementing 'Child Safe' standards is an effective way we embed child safety in the attitudes of family and staff.

Note: For more details as to collection of children and requests for children to leave independently and authorisation to collect, refer to Acceptance and Refusal of Authorisations Policy.

(c) Absent and Missing Children

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment.
- If a child only attends after school care, the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - Ask the other children of their knowledge of where the child might be;
 - Approach the school office and ask for information regarding the child's attendance at school.
 - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service;
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process;
 - If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised



- nominees on the contact list until contact has been made. Maintain contact with the
- authorised nominees until the child has been located;
- Continue to keep in contact with the school during this time;
- Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding
- children going to a friend's home and check common places in the local area;
- If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation; and
- Educators will notify the Early Childhood Directorate through the NQAITS within 24 hours of the incident occurring.

(d) Acknowledgement of Children's Arrival

Educators will acknowledge children's arrival at the service by for the afterschool session by signing them in through QK Kiosk. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff. Services will be notified of children newly booked into after school session to add to the roll.

Children whose parents wish them to attend extra-curricular activities must notify the service in writing giving authority to add a new individual as having authority to pick up the child. This individual must be added to Qikkids as an authorised nominee. Staff can sign the child back in upon completion of the activity.

For children who meet with a specialist whilst attending the service, parents must advise the service in writing prior to any visit occurring and must advise the specialist that they are to provide their full name, date of birth and up-to-date WWCC number to the service for verification prior to the visit. These visits should occur within the service and in sight of a Saints Academy staff member at all times. Where the child is taken out of the service, parents must give written authority for the specialist to be added as an authorised nominee who can sign the child out of the service.

For children attending SPCC school-run activities prior to attending Saints Academy, parents must advise the service in writing of the arrangement. If the child is absent from school, and therefore not attending the SPCC school-run activity, the parent must advise Saints Academy of the child's absence. Saints Academy staff will maintain daily records of children who are attending these activities and liaise with school staff accordingly.

(e) Procedure Prior to closing for the day

If a child has not been collected by an authorised nominee by the close of service, staff are to contact parents first. If the parents cannot be contacted, staff must then call the authorised nominees on the contact list until contact has been made. If no contact can be made within 30 minutes of the service closure time, the staff are to call the police. At least two members of staff must remain until the child has been collected. This would be classified as a critical incident, and staff must call the Head of Saints Academy as soon as the Police are called.

Before closing the service for the day, educators should look for visual cues that a child may still be on the premises (for example, a backpack left on a hook) and physically check each



area, including sleeping areas, to ensure no child is accidentally locked inside. Staff are required to check the Qikkids Kiosk and if applicable any manual sign in sheets (refer to the close of day checklist) and ensure all children are accounted for.

This policy links to the following:

National Quality Standards: 2.3, 7.3

Education and Care Service National Regulations 2011: 99, 158-161, 168, 176

Children and Young Person (Care and Protection) Act 1998