

Delivery and Collection of Children

SWISH Education

Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This Policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

- The person who delivers a child to the Service uses QK Kiosk to record the child's attendance against the child's name which automatically notes the time. Educators regularly check that all children present in the Service have been signed in. If a child is present but not signed in, the educator signs for that child which automatically notes the time, because in the event of an emergency evacuation or lock down, QK Kiosk and QikKids are used to account for all children in the Service. The parent is asked to confirm the sign in/out time when next logging in to either deliver or collect the child.
- If the family is to receive Child Care Benefit, the parents are required to be the signatory on all occasions or to initial any past instance where they were not.
- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service.
- Children who are absent for the day will be marked on QK Kiosk as "absent" by the Nominated Supervisor. Parents in receipt of Child Care Benefit are to confirm the entry when next logging in to either deliver or collect the child.
- Educators use the QK Kiosk to check that all children signed in are present throughout the day.

Collection

- Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change.

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- Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.
- Children are not given into the care of a parent who is prohibited by a court order from having contact with the child.
- The person who collects the child from the Service signs them out using QK Kiosk against the child's name which automatically notes the time. Children are signed out using the same QK Kiosk that was used to sign them in earlier that day.
- Educators regularly check that all children who have been collected by their parents have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, educators sign the child out as soon as the issue is noted. Parents will be reminded, when the child next attends, to co-sign and date that entry.
- If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure (i.e. missing), the family will be contacted immediately to confirm the child's whereabouts. If the child is not in the family's care, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours.
- If a child has been removed from the service in a manner that contravenes the National Regulations or is mistakenly locked in or locked out of the Service's premises or any part of the premises, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours. of a serious incident (Section 174(2)(a) and Regulation 176(2)(a).
- At the end of each day, educators must check the premises to ensure that no child remains on the premises after the Service closes.
- Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification.
- In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service verbally that a person other than an authorised nominee will collect the child. If this occurs, the Service will record the date, time and content of the conversation with the parent and the name of the staff member who engaged in that conversation. The Service will also require photo identification of the person collecting the child before the child is released to ensure they are the person authorised verbally by the parent.
- If the person collecting the child appears intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. The educator is then to complete a Collection Concern Form which is then placed on the child's file.

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- Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission.

Responsibilities of parents

- To complete the QK Kiosk Sign In/Out Procedure when delivering and collecting their child/ren.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.
- To inform the Service in the event of a family member contracting a communicable disease.

Procedure and forms

- N/A

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Attendance and enrolment records
	168	Education and care service must have policies and procedures
	176	Time to notify certain information to Regulatory Authority

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities

Sources

- Education and Care Services National Regulations 2011.
- Guide to the National Quality Standard 2011.

Further reading and useful websites

- Early Childhood Australia. *Who can collect a child from childcare? Legal issues.*
<http://www.earlychildhoodaustralia.org.au/our-publications/every-child-magazine/every-child-index/every-child-vol-17-1-2011/can-collect-child-child-care-legal-issues-child-care/>
accessed 26 December 2017

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- ACECQA. (2017). Reporting requirements about children.
<http://www.acecqa.gov.au/reporting-requirements-about-children> accessed 26 December 2017

Policy review

The Service encourages staff and parents to be involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Dr Brenda Abbey (Author)	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	
2	1 May 2018	Rebecca Evans	Updated to support SWISH procedures.	1 May 2019