

## Delivery and Collection of Children Policy

### Policy Statement

Fun 4 U Helensburgh aims to provide a clear procedure for the delivery and collection of children which ensures the safety and wellbeing of the children in our care. Parents are required to follow specific communication procedures so that all educators can ensure the safety of the children in their care.

### Links Education and Care Centres National Regulations 2018, National Quality Standard 2018

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Regulations 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

Quality Standards

2.2.1 Children are always adequately supervised

2.2.2 Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury

6.2.1 Continuity of learning and transitions for each child are supported by sharing relevant information and Clarifying responsibilities.

7.1.2 Records and information are stored appropriately to ensure confidentiality, are available at the service and are maintained in accordance with legislative requirements.

7.1.2 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

### Procedure

#### Arrivals- Morning care

- Children and families are not to enter the service premises at any time prior to the centre's opening hours due to Insurance and supervision requirements.
- On arrival, the parent/authorised person must ensure the child/ren are signed in by the IPAD by entering their number/ passcode and selecting the sign in button on the IPAD program.
- Any points of information are to be recorded by an educator in the Day Book such as special requirements or changes regarding who will collect the child.
- Any notification of change to any information documented in the enrolment form such as authorised people to pick up must be completed in writing.
- Children are to place their belongings in their school bags and place them in the designated area. (My Time, Our Place, Outcome 1.1 Children *develop their autonomy, inter-dependence, resilience and sense of agency*).
- The parent/authorised person must ensure that an educator is aware of the child's presence before leaving the centre and that any special needs have been communicated.
- Should a child require medication, the parent/authorised person must complete a medication form in accordance with the centre's 'Administration of Medication' Policy.
- Educators are to complete hourly head count checks to ensure all children are always counted for. If a child is present but not signed in, the educator must sign in for that child, noting the time, because in the event of an emergency evacuation or lock down, the attendance records are used to account for all children in the Centre.
- 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.

#### Departures- Morning care

- When the bell rings at 8:25 am for school the children are permitted to enter the school playground and be in care of the school teacher on duty. Kindergarten children will be escorted to the infant area.

- Children who may require specialised supervision requirements will be reviewed on a case by case base and an individual supervision plan will be established.
- Children attending the Holy Cross public school will be walked to school by an educator. They must hold a first aid certificate and anaphylaxis and asthma emergency first aid certificate. A first aid kit must be taken during the walk to the school which must contain the emergency contacts name and number for the enrolled students. A mobile phone must also be taken on the walk. The Educator must ensure the children are walked directly to the school using the available school crossings and escorted into the care of the teachers at Holy Cross school. \*In regards to wet weather the families must sign a permission form for an Educator to transport the children in an authorised vehicle that has been registered, insured and the Educator must hold a full licence. A risk assessment is also completed.

## **Arrivals- Afternoon care**

### Helensburgh Public school pick up

- In term 1 all kindergarten children attending Fun 4 U for afternoon care are to be collected from their classroom when the bell rings. Educators must be at the classrooms before the bell rings. Educators must have a daily list of children to collect to ensure all children are collected. Once collected Educators are to walk them down to the Fun 4 U premises and sign in each child.

### School pick up off the premises- Holy Cross and Otford School pick up

- One Educators is to go to the bus stop located in Fletcher Street to pick up the children attending from the Holy Cross school. Educators must have a list of children who are to be collected to check that all children have exited the bus. Educators are to walk the children to the Fun 4 U premises and sign them in.
- A roll will be checked to ensure all children attend the service.
- One Educators is to go to the bus stop located in Lukin Street/ Parkes Street to pick up the children attending from the Otford primary school. Educators must have a list of children who are to be collected to check that all children have exited the bus. Educators are to walk the children to the Fun 4 U premises and sign them in.

### **Procedure if a child does not arrive at the service for care**

- If a child is not physically present and a notification of absence hasn't been made, then Educators must check the child's attendance with the teacher. If the child was at school but was not at the classroom Educators must: -
  1. Check the bus lines for the child
  2. Check the school entrances
  3. Check the school toilets/ classrooms/ library
  4. Contact the family to ensure alternative arrangements for pick up having been made.
  5. Contact the police to notify that a child is missing and search all premises for the child.
  6. Educators are to call a lockdown for the remaining children in attendance to ensure all children are adequately supervised until the situation is resolved.
  7. If the child leaves the care of the school employed teacher before the bell and does not notify Fun 4 U educators, then Nominated Supervisor or Director will inform the Principal of the school of the incident.
  8. The Director/ Nominated Supervisor or Nominated Responsible person is to complete the record of a serious incident using the online notification form located on the ACECQA website within 24 hours of the incident. An incident report must also be documented for the family and service using the Incident Form.

## Departures- Afternoon care

- A child may only be collected from care by the parents and/ or a nominated authorised person on the enrolment form.
- The authorised person collecting the child must sign the child out of the centre using the electronic system set up on the iPad. The authorised nominee must enter their mobile phone number and passcode on the iPad of departure and select sign out.
- The authorised person and the child must ensure that all personal belongings are collected and taken home.
- The authorised person must ensure that a staff member has been made aware that they are taking the child from the centre.
- The nominated supervisor or a responsible person is to be notified if the person collecting the child will be later than usual and the child will be informed to avoid anxiety.
- If the child is to be collected by a person not authorised on the enrolment form, parents must personally inform, in writing, the nominated supervisor or responsible person prior to pick up.
- The change should be confirmed in writing or email if possible and the person collecting the child asked to bring identification.
- Names and contact numbers of all people authorised to collect the child must be included on the enrolment form and updated in writing annually or sooner should a change occur. These numbers are to be entered the sign in/ out kiosk.
- The authorised person is required to provide proof of identification to staff if they have not previously done so.
- Centre staff will not release a child to anyone who is not authorised without prior consent.
- If there is an emergency and the parent/authorised person cannot collect the child, the parent must personally notify the centre by telephone. The parent will be required to indicate who will collect the child, give a description and ask the person to provide centre staff with proof of identity – e.g. driver's license or passport.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the nominated supervisor or responsible person will ring the parent to obtain authorisation. The child will not be released from the centre until appropriate authorisation has been received.
- At the end of the day, educators are to check that all children have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Centre safely, parents will be reminded, when the child next attends, that they must sign their child out.
- If it is discovered that a child is **not** in the Centre, **not** signed out, and educators are **unsure** of their departure, the family will be contacted immediately to confirm the child's whereabouts. If the child is not in their care, the Centre would seek immediate advice from the Police and contact the Office for Early Childhood Education and Care within 24 hours of the incident occurring.
- At the end of each day, educators must check the entire premises including outdoors and indoors to ensure that no child remains on the premises after the Centre closes.

## Late Collection of Children

- Children must be collected from the centre by 6.00 pm as the service is not insured to care for children after that time. (Refer to Fees Policy regarding late fees).
- If a parent knows that they are going to be late, they must ring the centre and arrange, if possible, for another authorised person to collect their child.
- A verbal warning will be given to the parent the first time they are late.
- The late fee will be implemented for the second and third times.
- The late fee will be charged for the fourth time and a warning given that the child's place will be terminated should a late pickup occur again.
- The child's placement at the centre will be terminated should a late pickup occur again.
- At 6.05 pm staff will begin contacting children's parents or emergency contacts to arrange immediate pickup.

- If staff are unable to contact an authorised person by 6:30pm they will contact the afterhours number for the Department of Families and Community Services who will advise them what to do next.
- If necessary, staff will leave a note for parents on the centre door indicating the whereabouts of their child.
- If the person collecting the child appears to be 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.

**Comments:**

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