

## Delivery and Collection of Children Policy

### NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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### National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

#### Aim

To ensure the safety and wellbeing of children at all times.

#### Related Policies

Acceptance and Refusal of Authorisations Policy

Child protection Policy

Enrolment Policy

Family Law and Access Policy

Incident, Injury, Trauma and Illness Policy

#### Implementation

The Director (Nominated Supervisor), educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

#### Building Access - Parents, Families, and Visitors

To ensure the safety of children and staff the Approved Provider has limited access to the building to staff, children, and contractors only. The challenges of managing social distancing at delivery and collection times of children, coupled with the number of people and building design is thought to be the best risk mitigation strategy. This strategy will continue to be monitored throughout the COVID-19 pandemic.

#### Arrival:

- Adjustments made during COVID-19 pandemic - all children will be signed in digitally on the tablet and by pen on the roll by the staff member allocated to front foyer duty in the over 2's and by the Kuula staff at the back gate in the Kuula room.
- An educator will greet and receive each child to ensure the child is cared for at all times.

#### Departure:

- Adjustments made during COVID-19 pandemic - all children must be signed out digitally on the

tablet and by pen on the roll by the staff member allocated to front foyer duty in the over 2's and by the Kuula staff at the back gate in the Kuula room.

- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. **It is our policy that we do not allow anyone under the age of 16 to collect children.**
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.

- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
  - discuss their concerns with the person, if possible, without the child being present
  - suggest they contact another parent or authorised nominee to collect the child.
  - educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time, we are due to close the service, the Nominated Supervisor will:
  - attempt to contact the parents or other authorised nominees. (Earlier attempts may have also been made to contact the parents and nominees)
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline for guidance on the appropriate action to take.
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.

- Details of absences during the day will be recorded.

## **Sources**

**Education and Care Services National Regulations 2011**

**Early Years Learning Framework**

**National Quality Standard**

**Work Health and Safety Act 2012**

**Work Health and Safety Regulation 2012**