



## Delivery and Collection of Children Policy

**Policy Number:** 5  
**Date Updated:** 21/08/18

### **Rationale and Policy Considerations**

All children have the right to experience quality care in an environment which provides for their health and safety. The Education and Care Services National Law (WA) Act 2012 requires that approved provider/nominated supervisor/coordinators take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorised persons is a key aspect of children's safety.

### **Legislation and Government Requirements**

- Department of Child Protection
- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012

### **Needs**

#### **Children's**

Arrival and departure routines to be relaxed and happy and transitions from the service to home protect the child's wellbeing.

#### **Families'**

Delivery and collection of their child to be stress free and provide reassurance that their child will be safe and not be released to unauthorised people; clear late pick up procedures; understanding if they are unavoidably delayed.

#### **Educator**

Time to discuss matters with families at the beginning and end of the day; clear guidelines to follow in the event that a child is not collected when expected; their own commitments after normal work hours not to be compromised; overtime pay.

#### **Management**

Parents to take responsibility for their child and not to misuse the services offered by the service; dependable staff; support from relevant agencies and departments

### **Scope**

This policy applies to the Educators and families of Lifestreamers Childcare.

### **Policy Statement**

The education and care service ensures that the attendance of all children enrolled in the service is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children, or arrange with the service for an authorised person to do so. The service's procedures for delivery and collection must be followed in every instance, to ensure the safety and wellbeing of children at all times.

The service will ensure the protection of children not collected by closing time. Families are expected to abide by service hours, except in an extreme emergency. The service is unable to provide care to children after hours.

### **Policy Principles**

#### **Arrival**

- Children cannot arrive at the centre before 7.00am.

- On arrival and departure, children need to be signed-in/out. This is a Licensing requirement and as such, families who continually forget to sign their child in or out, risk losing their childcare subsidy for those days and could be liable to pay full fees.
- Bags are placed in the designated area.
- All medications need to be handed to a staff member so that they can be stored properly and appropriate medication forms need to be filled in and handed to staff.
- Please make sure you say goodbye to your child to avoid any unnecessary distress on their part.
- Leave via the front door and drive slowly out of the premises.

#### **Attendance records**

- Accurate attendance records will be kept and checked each day.
- The enrolling parent/guardian or authorised person who brings the child to the service or collects the child from the service must sign/initial the child's times of arrival and departure.
- When a child arrives at the service unaccompanied by the parent (e.g. where a child is collected after attending school) educators/staff will note the time of arrival or departure.

#### **Departure**

- At collection time; sign your child out, check with your educators for any information.
- Indicate to staff that you are taking your child so they can pass on any messages.
- Only those listed on the enrolment forms are able to collect children. If you require someone else to collect your child, you will need to ring beforehand and give his or her name and address. On arrival, the nominated person will need to provide an acceptable form of identification.
- If the service has not been notified and someone other than the enrolling parent/guardian arrives to collect the child the nominated supervisor/educator will contact the enrolling parent/guardian to obtain their authorisation. The child will not be released until the enrolling parent/guardian's authorisation has been obtained.
- It is our duty of care to ensure that all children leave in a safe manner. Parents who appear to be under the influence of drugs or alcohol will be asked to arrange another person to collect their child.

#### **Authorisation for collecting children**

- The names and contact numbers of all persons authorised to collect children from the service must be included on the **Enrolment Form**. Any changes to these authorities must be advised in writing to the service by the enrolling parent/guardian as soon as possible.

#### **Car Safety**

- All children are required to wear seatbelts when travelling in cars. Children up to six months will be in a rearward facing child restraint or capsule, children up to four will sit in approved toddler restraint with an inbuilt harness while children between four and seven will sit in a high backed booster seat as per current legislation.
- Children are not to be left unattended in the car as this is both a safety and health hazard.
- Lifestreamers Childcare is a smoke free zone. Parents and staff are required to not smoke on the premises at all. This includes your cars as you approach the centre. Current research shows that smoking indoors while around children is the same as the child smoking. Please consider your children before lighting up.

#### **Late Collection**

- If a parent/guardian becomes unavoidably detained arrangements must be made by the parent for another person to collect their child before closing time.
- Where a parent has not arrived by 5.55pm, or communicated that they will be late, staff will begin ringing the parents and/or emergency contacts on the enrolment form.
- If no response by 6.15pm, staff will contact Crisis Care on 9223 1111. Crisis Care staff will be asked to take responsibility for the children. This may also involve the police.
- Families are required to plan their day in order to ensure they are at the service prior to closing time. Educators may need time to give parents/guardians information about their child's day. Educators also have evening commitments they wish to fulfill.

- Children need to be collected before closing time at 6:00pm. Children collected after this time will incur a \$25 per 15 minute or part thereof fee per child.
- When a parent/guardian is continually and regularly late arriving at the service to collect their child, the nominated supervisor/coordinator/educator will discuss other child care options with the family.

#### Related Documents

- **Education and Care Services National Law Act 2010(Vic)** - Section 3(2)(a); 165; 167; 175; 189 **Education and Care Services National Regulations**: 99; 158 - 159; 168 (2)(f); 176
- **National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010)** - Standard 2.3; Element 2.3.1; Element 2.3.2.
- **Early Years Learning Framework for Australia** - Practice: Holistic approaches; Responsiveness to children - Outcomes: 3
- **Framework for School Age Care in Australia** - Practice: Holistic approaches; Collaboration with children - Outcomes: 3
- Attendance record
- Authority to Administer Medication Form
- Enrolment Form
- Grievance procedures
- Late Collection Action Plan
- Orientation checklists

#### Links to other policies

- Incident, injury, illness and First Aid
- Governance, management, records and confidentiality
- Enrolment and Orientation
- Equal Opportunity
- Providing a Protective Environment
- Excursions and Transport
- Grievances and Complaints Management
- Health, Hygiene and Dealing with Infectious Diseases
- Dealing with Medications and Medical Conditions
- Partnerships and Communication with Families
- Payment of Fees
- Supervision

#### Sources

**DEEWR Child Care Service Handbook 2017-2018**; Retrieved 20 August 2018, from [www.deewr.gov.au](http://www.deewr.gov.au)

*Section 4.6 - Recording attendance*

*Section 4.7 - Who is responsible for ensuring that attendance records are kept?*

*Section 4.8 - Absences from care*

*Section 5.4 - Key obligations imposed on approved child care services under family assistance law*

*Section 6.5 - What are my services responsibilities to parents?*

*Section 10 - Reporting attendance information*

*Section 13 - Absences from child care*

**Shaw, M** - **Developing and implementing your service's child protection policy** - extract from *Putting Children First*, the Newsletter of the National Childcare Accreditation Council - Issue 36, December 2010

**Tansey, S** - **Supervision in children's services** - extract from *Putting Children First*, the Newsletter of the National Childcare Accreditation Council - Issue 15, September 2005

**Document History**

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