

## Delivery and Collection of Children Policy

<b>Published</b>	<b>June 2020</b>
<b>Review Date</b>	<b>December 2021</b>
<b>Sources</b>	<p>Education and Care Services National Regulations, December 2019</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, January 2020</p> <p>Australian Government’s Child Care Service’s Guide to CSS</p>
<b>Relevant Documents</b>	<p>Acceptance and Refusal of Authorisation Policy</p> <p>Refusal of Authorisation Policy</p> <p>Child Authorisations Table</p>

### **Aim:**

To ensure the safety and wellbeing of children, Educators, staff and Parents/Guardians when the responsibility of caring for a child is being passed to and from the Care Provider.

### **Explanation:**

The role of each Person /Party involved in the drop off and or collection transition must be clear at all times. The time when children are arriving at, and departing from the OSHC venue can be hectic. It is important that parents/guardians and Educators are clear where their respective responsibilities for each child starts and finishes.

Accountability requirements for children in Commonwealth funded childcare services in Australia state that the person dropping the child off, or picking the child up must have authority to do so and must sign the child in and out of the approved childcare service.

In accordance with the Education and Care Services National Law(167):

*The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.*

It is our services position that only persons aged 18 years or over can be authorised to collect children from the Education and Care service.

### **Responsibilities:**

#### **In relation to the Approved Provider & Co-ordination Unit Staff:**

- Be aware of their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standards in relation to the delivery and collection of children
- Provide training on delivery and collection procedures during each Educators Induction Training
- Refer to the “Child Authorisations” table for further guidelines around the procedures for different scenarios where children might require authorisations
- Ensure the “Child Authorisations” table is located where it can easily be accessed for quick reference
- Assist Educators in the development, practice and evaluation of handover (delivery

and collection ) Risk Assessments and Procedures

- Inform Parents/Guardians upon enrolment of the Pre School and School Drop Off and Pick Up Procedures, and seek their authority through the signed Enrolment Form
- Communicate any changes to the delivery and collection risk assessments to families as they occur
- Promote awareness of the delivery and collection procedures to parents via newsletter articles and Facebook posts

**In relation to Educators:**

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standards in relation to the delivery and collection of children
- Refer to the “Child Authorisations” table for further guidelines around the procedures for different scenarios where children might require authorisations
- Ensure the “Child Authorisations” table is located where it can easily be accessed for quick reference
- Ensure that a child only leaves the venue under the following circumstances:
  - A parent or authorised nominee collects the child
  - A parent or authorised nominee provides written authorisation for the child to leave the premises, with a person aged 18 years or older
  - A parent or authorised nominee provides written authorisation for the child to attend an excursion
  - The child requires medical, hospital or ambulance care or treatment, or there is another emergency
- Authorised persons nominated by the Parent/Guardian must be aged 18 years or older
- Ensure attendance records are completed by the person dropping the child off or picking the child up, this means using the Kiosk system to electronically sign the child/ren in or out
- Where the electronic Kiosk system is down, the following steps should be taken:
  - Inform CCEL
  - Try to hot spot off a phone
  - Use paper copies to sign the children in or out, ensuring that the children’s full names, date, time of arrival/departure, parent/guardian/educators full name and signature are recorded
  - Once the kiosk is operational again, forward the completed paper copy to CCEL for filing
- Physically receive the child when they arrive at the venue, children must be dropped off at the service by a parent/guardian
- Inform parents of their responsibility to closely supervise children:
  - On arrival at the OSHC venue until physical handover has occurred , and
  - On departure after handover from the Educator to the parent
- Ensure pick-up and delivery of children are during the services’ operating hours
  - BSC – start time is from 7am, no children are to be left by a parent/guardian prior to this time
  - ASC – finish time is 6pm, any children not collected by 6pm will incur a late fee
  - Vacation Care – start time is 7am, no children are to be left by a parent/guardian prior to this time, finish time is 6pm, and children not collected by 6pm will incur a late fee
- Educators need to make sure they sign children in or out - depending on whether it is Before or After School Care, and ensure children are all signed out at the end of each session
  - The act of signing children in and out of care confirms who is taking care of the child

- Educators must ensure they sign children in as soon as they arrive at the service, or as soon as they leave the service, not retrospectively. This ensures an accurate record of each child's attendance
- If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected, and that children are signed in as soon as they have been collected
- Should a child not arrive at the service (this includes children who may catch a bus to the service), or is not waiting in the designated area when expected, Educators will refer to their service Risk Assessment located in the Operational Diaries for guidance on how to proceed
- Ensure Excursion Forms, including the required Risk Assessment are completed for the walk or travel to and/or from the Before or After Preschool and School Care venue
- Ensure that Parents/Guardians of all children enrolled participate in a drop off or pick up procedure along with citing the Risk Assessment prior to the child's commencement of care
- Maintain a current copy of the drop off and collection Risk Assessment with each sign in and out folder
- Ensure that the declaration including the citing of this policy and the drop off and collection Risk Assessments are signed by the Parent/Guardian upon enrolment on the Registration Form
- Ensure any other Excursion Form/s are signed by parents upon the child's enrolment
- Ensure a separate authority/ agreement is signed by parents upon enrolment for children who catch buses to and from the Before or After School Care venue
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect List, Educators may request photo identification

**In relation to Families:**

- Participate in the delivery and collection procedure with the service prior to the child's commencement of care and sign authority for this risk assessment on the Registration Form
- Discuss and document Handover Procedures with the Educator
- Ensure that children are left with an Educator, they are not to be left at the service unattended at any time prior to the opening hours of the service
- Sign children in on the Kiosk indicating the exact time handover with the Educator occurred, and at collection after a session ensure they sign the child out at the time of collection
- Children being dropped off or collected from the service must be accompanied by an authorised parent/guardian
  - Children cannot arrive at the service on their own
  - Children cannot depart from the service on their own
- Pick-up and deliver the child during the services operating hours
  - BSC – start time is from 7am, no children are to be left by a parent/guardian prior to this time
  - ASC – finish time is 6pm, any children not collected by 6pm will incur a late fee
  - Vacation Care – start time is 7am, no children are to be left by a parent/guardian prior to this time, finish time is 6pm, and children not collected by 6pm will incur a late fee
- Provide prior notice of an alternate person picking up a child using the Authority to Collect Form
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect List, Educators may request photo identification
- Ensure contact information is up to date with the Educators in case of an emergency
- Notify the service as soon as possible if their child will be absent from care

**Continual Monitoring and Improvement:**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Co-ordination Unit Staff accessing current relevant information
- Approved Provider, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

### Policy Review

Date Revised	Comments
January 2017	Scheduled Policy Review – No changes made
August 2018	Maintain a copy of the current Drop Off and Collection Risk Assessment on the Sign in and Out folders Attached a copy of the Current Drop Off and Collection Risk Assessments to the Registration Form.
December 2018	Authorised persons must a minimum of 18 years of age
February 2020	Added reference to the Child Authorisations Table
June 2020	Scheduled Policy Review – added clarification around drop off and collection times, parent/guardian to drop off and collect child