

Delivery and Collection of Children Policy

Published	December 2021
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Sources	<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 Compliance Handbook</p>
Relevant Documents	<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 well being 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 time when children are arriving at and departing from the Educator's residence or venue or a pre-arranged 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 sign the child in and out of care.

Educators and parent/guardians also need to be clear about the procedures for entering and leaving an Educator's home or venue in a safe manner e.g. doors, driveways, car parking areas.

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 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 Standard in relation to delivery and collection of children
- Provide training on delivery and collection procedures during each Educators' Induction Training
- Train Educators what to do if an unauthorised person arrives to collect a child upon Induction training through scenarios
- 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 their Handover (delivery and collection) Risk Assessments and Procedures
- 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, Educations and Care Services National Regulations and the National Quality Standards in relation to delivery and collection of children
- Develop and distribute their own Handover Procedure that is appropriate for each family using their childcare service
- Refer to the “Child Authorisations” table for further guidelines around the procedures for different scenarios where children might require authorisations
- Ensure that a child only leaves the residence or 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
 - 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 nominee’s must be 18 years or over unless they are the legal guardian
- Ensure attendance records (timesheets) are signed by the person dropping the child off or picking the child up at ALL locations where a handover occurs (e.g. playgroup, school) using e-signature through Harmony
- Ensure that children are signed in and out of care as they arrive and leave, not retrospectively
- If the Kiosk is down and children cannot be signed in electronically:
 - Try hot-spotting off a phone
 - Use paper timesheets to sign children in and out, ensuring full names, dates and family names and signatures
 - Once the kiosk is operational again update the children attendance times
- Physically receive the child when they arrive at the Family Day Care residence or venue
- Ensure that the arrival and departure of school age children is in accordance with the Arrival/Departure Details Form completed by the parent
- Ensure the entrance to the Educator’s residence or venue is securely locked at all times to prevent children leaving the residence or venue unattended, and to prevent unauthorised entry of persons (allow for an alternate exit in case of emergencies)
- Develop a Handover Procedure for when children are delivered or collected away from the Family Day Care residence or venue e.g. playgroup. This must be discussed and documented by both the parent and Educator
- Inform parents of their responsibility to closely supervise children:
 - On arrival at the Educator’s residence or venue until physical handover has occurred, and
 - On departure after handover from the Educator to the parent, particularly if any hazards such as driveways, glass, prickly bushes, or ponds are in the entry/access route to the handover area

In relation to Before and After School Care:

- Educators need to make sure they sign children in or out - depending on whether it is Before or After School Care
- Ensure Excursion Forms, including the required Risk Assessment are completed for the walk or travel to and or from the Before or After School care home or venue
- Ensure the 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 home or venue

In relation to Families:

- Discuss and document Handover Procedures with the Educator
- Complete attendance records using e-signature indicating the exact time handover with the Educator occurred
- Verify the timesheet at the end of the week, verifying the timesheet ensures there is an accurate account of the hours used and fees charged
- Pick-up and deliver the child at the contracted times, unless prior notice is given of a change of times
- Provide prior notice in writing to CCEL and the Educator of an alternate person picking up a child using the Authority to Collect Form
- Ensure contact information is up to date with the Educator in case of an emergency

Procedure When an Unauthorised Person Delivers or attempts to collect a child from a Service Delivery

- If a child is delivered by a person who is not on the Educator or CCELS' list of authorities the Educator is to sign the child in with their Educator PIN and contact the parent /guardian to seek written authority for the child's attendance at the service for the day
- The Educator is to advise the parent/guardian of this policy
- The Educator is to notify CCEL of the incident

Collection

- The Educator should not allow access to any unauthorised persons to their home to collect a child until written authority is obtained by a parent/guardian
- Authorised persons unknown to the Educator are required to present photo identification to the Educator the first time that they collect a child
- In the situation where written authority cannot be obtained by a guardian, then the child cannot be released to the unauthorised person
- In the situation where an unauthorised person refuses to leave the Educator should follow their lock down procedures

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- 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
April 2012	Added relevant regulations and quality standards in relation to the new Education and Care Services National Regulations and National Quality Standard
May 2012	Changed name of the Policy from "Arrival and Departure" to "Delivery and Collection of Children", in line with the current National Regulations and NQS.
January 2013	Added information for In Home Care
January 2014	Scheduled Policy Review – Added Before and After School Care Section
July 2015	Scheduled Policy Review – No changes made
January 2017	Scheduled Policy Review – No changes made
May 2018	Regulatory Sources and Addition of Harmony Web and Authorised Nominee's to be 18 years or over
June 2020	Scheduled Policy Review, updated sources, ensured meet regulatory requirements