

Delivery and Collection of Children

POLICY STATEMENT:

Our Service will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

PROCEDURES:

(a) Delivery of Children:

1. Children are not to be left at the service unattended at any time prior to the opening hours of the service.
2. Any person delivering a child to the service must log into the Electronic sign in and sign the attendance register which records the time of arrival and the authorised person who signed in will be recorded.
3. Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child if different from usual.
4. The Electronic sign in device will not be available until the hour of operation.
5. If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.
6. In the event of the Electronic sign in not registering a child's session when a authorised nominee attempts to sign in and in turn unable to complete the transaction or if another authorised nominee arrives for delivery e.g.. grandparent / friend and have not yet been placed into the system a educator will sign the child/ren in, in front of the authorised nominee through the educators account.

(b) Collection of Children:

1. Children must be collected by the closing time of the centre.
2. Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details with the exception of a medical or other emergency. The collection list must be kept current and updated on a regular basis.
3. The authorised nominee who is collecting a child must log into the Electronic sign in and sign the attendance register which records the time of departure and the authorised person who signed out will be recorded.
4. Children will not leave the service themselves at any time.
5. Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
6. Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
7. If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. Either by fax or email. If this is not possible at the time, a phone call maybe sufficient & a letter in writing given the following day. The Responsible / Certified Person will also request identification from the person collecting the child.

8. In the event of the Electronic sign out not registering a child's session when a authorised nominee attempts to sign out and in turn unable to complete the transaction or if another authorised nominee arrives for collection e.g.. grandparent / friend and have not yet been placed into the system a educator will sign the child/ren out in front of the authorised nominee through the educators account.
9. In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency as per number 6.

(c) Absent and Missing Children:

1. Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
2. Families will be informed of their notifying responsibilities upon enrolment and via the parent handbook.
3. If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
4. Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - Ask the other children of their knowledge of where the child might be.
 - Approach the school office and ask for information regarding the child's attendance at school.
 - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
 - If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
 - Continue to keep in contact with the school during this time as seen necessary.
 - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
 - If the child remains missing, contact the police when necessary if the authorised nominees are unable to locate them and keep them and the school informed of the situation.
 - Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

(d) Acknowledgement of Children's Arrival:

Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service via the Electronic sign in. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S165, 167, 170, 174 R85, 86, 87, 99, 157, 158, 160, 161, 168, 176	Standard 2.2 Elements 2.2.1, 2.2.2	<ul style="list-style-type: none">• Enrolment and Orientation Policy• Administration of Medication Policy• Providing a Child Safe Environment Policy• Acceptance and Refusal of Authorisations Policy	<ul style="list-style-type: none">• Parent Handbook• Staff Handbook• My Time, Our Place.• Service newsletters/parent notices• Authorisation details on enrolment forms• Attendance records• Medication authorisation records

ENDORSEMENT BY THE SERVICE:

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