

## DELIVERY AND COLLECTION OF CHILDREN POLICY

### 1. Purpose:

The purpose of this Policy is:

- To provide a secure and protective environment that ensures the safety and welfare of all children.
- To ensure that children are released to an authorised legal person.

### 2. Scope:

This policy applies to:

- Little Saints Early learning Centre (the Service) and
- St Andrew's After School & Vacation Care (the Service)

### 3. Policy Statement:

We recognise that part of high quality care and education is the provision of an environment in which children feel safe, secure and protected. In order to provide such an environment, we have systems in place to provide for the safe arrival and departure of all children. We recognise that the most valued communication for parents and staff usually occurs during arrival and departure times. An authorised adult is a person nominated on the enrolment form and must be over 18 years of age (excluding the parent). This applies without exception to siblings of the child in care.

### 4. Detail:

Parents will be asked to complete an enrolment form, which will be kept in their child's office file. The questions on this form are designed to elicit information, which will help protect the child while attending the Centre.

Parents are encouraged to provide as much information as possible about their child and family. This will assist staff in their role of caring for and educating the child.

### 5. Verification Steps:

If a person arrives to collect a child that the regular staff members do not know, the following steps must be followed:

- 5.1 Inform that person that you were unaware that he/she was collecting the child.
- 5.2 Ask that person to wait while you confirm of the changed arrangements.
- 5.3 Check the child's enrolment form to determine whether the person is an 'authorised person to collect'.
- 5.4 Check the person's Photo Identification to confirm being an 'authorised person'.
- 5.5 If the person is authorised but does not have any photo identification, the child cannot be released to the person unless a parent confirms over the phone the identity of the voice.
- 5.6 If the person is not an 'authorised person to collect' on the enrolment form, contact the parents. If the parents are aware of the person collecting their child, follow step 5.4

5.7 If the parent confirms that the person is not to collect the child, let the person know and ask them to leave the premises.

5.8 Inform that person that the child cannot leave the Centre with them.

5.9 If the stranger does not want to leave or forcibly removes the child:

- Do not try to physically stop him/her unless it is safe to do so.
- Inform him/her that staff will have to contact police and call 000 immediately.
- Contact the College for help (5471 5555 or other emergency College phone numbers located near phones).
- Instruct another staff member to obtain details about the stranger (ie. Car rego, description of person, direction of travel etc.).
- Telephone parent/guardian.
- If the Nominated Supervisor is not on the premises, call her to inform her immediately.
- The Nominated Supervisor will contact the College Principal, Early Childhood Education and Care Department of Education and Training and the Approved Provider.
- Maintain a calm and normal routine - it is now a police matter.

## **6. Authorised to Collect**

- It is of most importance that the authority to collect section of the enrolment form is completed in full.
- Children will only be released to authorised persons.
- Authorised persons include the adult who has enrolled the child into the centre, partners approved for occasional or daily pick up; and adults whose names are recorded on the authority to collect section of the enrolment form.
- Minors, under the age of 18 years, are not permitted to sign a child in or out of the centre, they are unable to be recorded as an authorised to collect person.

## **7. Emergency Contact**

- It is essential to provide the name and contact details of at least two alternative adults who can be contacted in case of emergency, should a child's parents or guardians be unavailable.
- When filling out the form, parents will be asked to give this careful thought, exploring in the kinds of emergencies, which might occur, and therefore the most appropriate person for the Service to contact.

## **8. Updating Details**

- Some information on enrolment forms (emergency contact numbers, address etc.) may require updating from time to time.
- To avoid unnecessary anxiety for parents, and for staff in the event of an emergency, it is the parent's responsibility to make certain that this happens immediately.

## **9. Dropping Off**

- On arrival, parents must personally hand their child over to a staff member.
- Staff must be similarly notified when a child is being collected from the Service.
- In order to facilitate this arrangement, and as required under the child care regulations, the authorised parent or adult who brings the child to the Service is required to complete the attendance record. Electronic sign in devices are located at reception and along each hallway at Little Saints; and two devices are located in the Parent area in Outside School Hours Care.
- Each room leader is accountable to ensure that the daily attendance is checked by 9.30am. If a parent has not signed a child in, the staff member will sign them in, and the parent will be prompted to approve this the next time they log in.

- Staff are to check the attendance records against their rolls to ensure accuracy.
- Similarly, the authorised parent or person who receives the child from our Centre is required to record the time of the child's departure and sign the attendance book provided.
- Attendance records (electronic devices) are to be used during any emergency practice drills.

## **10. Alternative Arrangements**

- If alternative arrangements for collecting children are made, please ensure that the Nominated Supervisor and staff are notified about them.
- The full name of the adult who will be taking the child from the premises is necessary.
- Please advise staff by either emailing [littlesaints@saac.qld.edu.au](mailto:littlesaints@saac.qld.edu.au) or verbally informing morning staff or the receptionist if someone different will be collecting the child.
- On arrival at the centre, the person will be required to show photo identification before the children will be released into their care.

## **11. Unauthorised Collection of a Child**

- If a child is a subject to an access order or agreement, the Centre must have a copy of such held with the child's enrolment form, plus any subsequent alterations made by the court.
- It is vital for the Centre to be notified of any change in guardianship or emergency contact changes.
- Parents are to notify the Centre if there is anyone who is prohibited from having contact with or collecting the child and provide a court order.
- If the non-custodial parent attempts to collect the child from the Centre they will be asked politely but firmly to leave.
- If they do not leave, staff will contact the custodial parent and also inform the police.
- If a parent arrives at the Centre and would like to collect their child, and the Centre has not been supplied with a Legal Custody Document, the Centre will release the child to the parent provided that the parent can prove they are the parent. (e.g. birth certificate of the child stating the parent's names and parent photo identification).
- The Centre would however discourage them from leaving with the child. The other parent would be contacted as soon as possible and advised to come to the Centre to collect their child.
- It is the parent's responsibility to contact Police should they feel it is necessary.

## **12. Under the Influence**

- Any person collecting children under the influence of alcohol or drugs will be discouraged from taking the child and encouraged to contact a friend or relative to pick up the child from our care.
- If the Service suspects a parent is under the influence and is driving, staff will contact the Police to inform them and will provide a description of the car and the direction it is travelling in.

## **13. Uses of Taxis**

Parents are not encouraged to arrange for their children to be brought or collected from the Centre by taxi without a nominated adult to accompany them.

## **14. Late Collection**

- The Service is open from 7.00am to 6.00pm Monday to Friday.
- It is important that children are collected by 6.00pm as children have an expectation that they will be picked up before the Centre begins closing its doors for the night. Staff too, have commitments outside work hours and appreciate parents being punctual.

- If at any time there is an emergency and a parent is going to be delayed the Centre must be contacted.
- If for some reason, the child has not been collected by well after closing time of the Centre, and staff have repeatedly tried to contact the parent and emergency contact numbers, then emergency care arrangements may be made for the child.
- Should this step be taken, we would support the child to the best of our abilities and continue to try to make contact with the parents.
- It is a requirement that two staff members must remain at the Centre with the children until they are collected.
- In the event that a parent is late collecting their child, the staff member on duty is to complete a late collection form and a fee will apply of \$15 for the first 1 – 5 minutes, and \$5 per minute after this.

### **15. After School Care – Inconvenience Fee**

- Parents are asked to ring the Centre if their child will be absent from after school care.
- Parents may either ring to let us know on 5471 5600 or email the Centre at [littlesaints@saac.qld.edu.au](mailto:littlesaints@saac.qld.edu.au).
- Please note that staff will search for any children until contact is made with the family to verify the child's absence.
- A sliding scale inconvenience fee is charged each time we are not informed of your child's absence. After three inconvenience charges, your child's position is at risk.

### **16. Measuring Tools:**

The following measuring tools will be used:

- A copy of this policy is to be supplied to parents that have arrived late to collect their child.
- Management will regularly ask parents to update their contact details and authorised people to collect.
- Management will inform staff immediately if there are any changes to authorised people.

### **17. Sources & Further Reading:**

- Education and Care Services National Regulations 2012
- Education and Care Services National Law 2011
- National Quality Standard
- Early Years Learning Framework
- Queensland Kindergarten Learning Guideline

### **18. Related Documents:**

- Child Protection Policy
- Child Risk Management Strategy Worksheet and Summary