

DELIVERY TO AND COLLECTION OF CHILDREN AT THE SERVICE

POLICY

Building Futures Care aims to ensure the safety and wellbeing of children as they are delivered to or collected from the family day care service.

PROCEDURE

There may be times when a parent may not be able to deliver or collect their child. Procedures are in place to ensure the safety and wellbeing of children who are placed in the care of other people. At all times whilst a child is in care, including drop off and collection times, it is the responsibility of the family day care educator to ensure that any child being educated and cared for is adequately supervised and that every reasonable precaution is taken to protect each child from harm and any hazards likely to cause injury. Educators are to be aware that communicating with parents can be a distraction factor at arrival and collection times and they are to maintain adequate supervision of all children including when talking with parents.

The child may only leave the family day care residence and/or venue or site of excursion if the child:

Is given into the care of:

- a parent of the child (not including a parent who is prohibited by a court order from having contact with the child); or
- an authorised nominee named in the child's enrolment record; or
- a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child; or
- a person authorised by the child's parent via contact by text, or email. In this instance the family day care educator must ensure photo identification of the authorised person is checked; and follow sign in/out procedures.
- Is given into the care of a person or taken outside the premises because of medical, hospital treatment or any other emergency.

Children may be authorised to depart the service if being taken on an excursion however the Educator must ensure that a child being cared for by the service is not taken outside the family day care service premises on an excursion unless written authorisation has been provided. The excursion procedure must be followed in this circumstance.

Person's entering the service should always carry identification on them. If person is new to service, first time picking up or the Educator is not aware who they are, the person's identification must be provided to the Educator and they will check this against the child's approved pick-up list on their enrolment form. If person is on the pick-up list, is over 16 years of age and provides identification, they will be allowed to take the child home. If person is not on the approved pick-up list and/or not over 16 years of age, the Educator will need to contact the parent immediately and notify them that the person is not approved to pick up

their child. The parent will need to provide in writing that the person is permitted to pick up the child, and then add them to the approved list on the enrolment form next time they come into the service if they will be picking the child up again. To comply with current legislation, persons under 16 years of age will not be allowed to collect children under any circumstance, even if approval is given by parents.

All children must be signed in and out at the time of arrival and on departure by the parent or authorised nominee on the child's attendance record. The attendance record must be accurate, and therefore the parent or authorised nominee must print their name and the time of arrival to and departure from the service. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.

Parents are to ensure that relatives and other person's picking up their child are aware of the process for signing their child in and out so that accurate records of attendance are kept in order to comply with government regulations. The Educator will assist in this process if the person is not familiar with the sign in and out requirements.

A child must not be released into the care of a parent who is prohibited by a court 'Parenting Order' from having contact with the child. The family day care educator will inform parents of their responsibility to provide the family day care educator with a copy of any current 'Parenting Order'. If a listed person on the court order attempts to collect the child, they will be denied collection of the child as per the orders conditions. The parent will be contacted and advised that a person listed on the court order has arrived to collect the child. If the listed person becomes aggressive police will be contacted immediately and advised of the situation.

If a child is going to be absent from the family day care service on a day they would normally attend, parents are to call the family day care educator and notify them of the absence by 9:30am.

On arrival (and departure), person's must enter the premises safely. They are to ensure all doors and gates are closed behind them, and they are not to allow any other children through gates or doors who do not belong to them.

Under no circumstance are children, or siblings of children attending the service (under the age of 16), to open doors and/or gates, or to keep them open for others as this is a security risk. Only adults are to open doors and/or gates and they are to only take their own children through with them.

Parents must not pick up or hold any child other than their own, they must also ensure older siblings or other persons who accompany them into the service adhere to these procedures.

Upon collection of their child, parents will be given any incident forms for their child that have happened on that day. Parents are to read and sign the form and return it to the Educator.

If an authorised person collecting any child are considered to be under the influence of a substance or not in a fit state to safely care for the child, they will be denied approval to depart the premises with the child. The emergency listed numbers for the child will be contacted and the Educator will advise the authorised emergency contact person to collect the child. The Educator will also inform the Coordination Unit of this situation.

RELEVANT LAWS, SOURCES AND OTHER PROVISIONS

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011 (99, 165, 167)

Date Written: 15/03/2018

Date to be Reviewed: 29/12/2024

Date Reviewed: 29/12/2023