

Delivery & Collection Policy

National Quality Standard

2.3	Each child is protected
4.1	Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing.
4.2.1	Professional standards guide practice, interactions and relationships.

National Regulations

84	Awareness of Child Protection laws
99	Children leaving the education and care service premises

Aim

The Medowie Gumnut Preschool education and care setting will:

- Ensure the safe and documented arrival and departure of children at the education and care setting;
- Support children in settling into the service each day and experience quality education and care through continuity of educators, positive interactions within the community of the service.

Rationale

This policy relates to the delivery and collection of children at Medowie Gumnut Preschool. It is the responsibility of staff and families to ensure the safe delivery and collection of children at Medowie Gumnut Preschool and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records and confirms children's presence or absence from the service. This ensures a child's delivery and collection at Medowie Gumnut Preschool continues their safe care and custody. Families have a right to leave their children in the hands of staff who will protect their children from the danger of abduction or illegal activities.

Information about changes in condition is vital to the staff being able to ensure the well being of the child and other children while at the centre.

Who is affected by this Policy?

- * Management
- * Educators
- * Children
- * Families

Implementation

On Delivery:-

- Families should inform staff that the child has arrived, record time and sign attendance sheet.
- Families should inform staff of any ill health, injury, change in routine or upsets that have occurred over the past 24 hours.
- Any medications are to be handed to the Nominated Supervisor and medication documentation completed and signed by parent/carer. No medication should be left in children's bags.
- Families must notify staff if anyone different is to collect a child.
- If a child is to be collected by someone not already on the enrolment form, the family member may wish to change the details on the enrolment form, or if nominating for one day, give a complete description and name of person collecting. This person will be required to present proof of identification to staff.
- Staff member receiving this information should inform other staff and make a note in the staff communication diary.
- Families must notify staff if contact numbers have changed.
- Staff are to greet each child and their carer as they arrive at the centre.

(In all cases where someone is collecting a child for the first time, they must provide Photo Identification and staff should inform the family member/s of this when they are notified that someone different is coming.)

Phone Authorisation:-

- If a staff member receives a phone call from a family member informing them that someone different (who is recorded on the enrolment form and known to staff) is picking up a child, the staff member must inform other staff and make a note in the diary.
- If a staff member does not know the nominated person they must get a name and description, inform the family member that their nominated collector must have identification when they arrive at preschool, inform other staff and make a note in the communication folder.
- If a staff member receives a phone call from a family member stating that someone different (who is not recorded on the enrolment form) is to collect the child, they must get full details of name, description, whether that person is known to the child etc., inform the family member that identification must be provided and record in the diary.
- If at any time a staff member is uncertain and does not recognise the family members voice they must ring the family member back on the number recorded on the enrolment form and confirm that they did ring.

On Collection:-

- Only families, and/or people authorised on enrolment form or verbally described to staff for that day and who have provide photo identification, may collect a child.
- Staff must farewell each child and their carer
- Families must inform staff that a child is being collected and taken from the centre.
- Families should sign and record time on attendance sheet.
- Staff should inform families of any concerns regarding the child's day, particularly significant behaviours, or signs of illness.
- Families must be informed of any incidents or accidents AND GIVEN APPROPRIATE PAPER WORK TO READ AND SIGN. Parents are to be given a copy of this paperwork for their own records.
- If a staff member has concern for the safety of a child who is being collected from the centre, by a parent/guardian or other authorised contact, the staff member will take positive steps to prevent the child from accompanying that person by:
 1. Contacting the parent/guardian not collecting the child.
 2. Contacting another relative, friend or authorised contact.
 3. Contacting Department of Community Services or the Police.

Responsibility of:**Approved provider or delegated authority.**

1. A record of attendance, kept at the centre, includes full name of each child attending, delivery and collection times, signature/name of the person who delivers and collects the child or the nominated supervisor or educator.
2. A child will leave the centre only with a parent, authorised nominee, an authorised delegate as a part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)

Responsibility of:**Approved provider or delegated authority**

In addition to these records the responsible person will:

1. Review the daily attendance record. Where parents or authorised persons have not signed in a staff member will note that the child is in attendance. Families will be reminded to complete this record.
2. Ensure that two staff members verify all children have been signed out of the centre. If a child is not signed out educators/ staff members will check all areas of the centre to ensure no child remains. This will be confirmed via the Statement on the Sign In/ Out Sheet.
3. Request a 'signed authority to release' form from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.
4. Allow a child to leave the centre only with an authorised person (15 years or over). If an educator has concerns about the person's ability to care for the child, they will refer to the Responsible Person for guidance.

5. Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. Educators will exercise their duty of care based upon individual circumstances.

It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances

Families/family member or delegated authority will:

1. Sign each child in and out of the service upon delivery and at the time of collection, on Record of Attendance. This is accessed via the iPad located in the parent area - using the sign in function on the KIDSOFT software provider.

2. Remain responsible for their child whilst they are on the education and care premises.

Arrival and departure - the experience for the child and family

The responsible person will:

1. On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that attendance records will be used for emergency evacuations and need to be completed by families both on arrival and on departure from the service.

2. Develop rosters to provide for continuity of care for the families and children throughout the day.

Educators and staff will:

1. Set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting.

2. Greet families and find out about the child's needs for the day.

3. Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.

4. Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.

Families/family member or delegated authority will:

Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child.

Delivery and collection times encourage families to interact in the environment, build relationships, open communication networks and ensure the safety of children when being delivered and collected from the service.

As per National Regulation 99

Children leaving the education and care service premises

(1) The approved provider of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).

Penalty: \$2000.

(2) A nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with subregulation (4).

Penalty: \$2000.

(4) The child may only leave the relevant premises if the child—

(a) is given into the care of—

(i) a parent of the child; or

(ii) an authorised nominee named in the child's enrolment record; or

(iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or

(b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or

(c) is taken on an excursion in accordance with this Division; or

(d) is given into the care of a person or taken outside the premises—

(i) because the child requires medical, hospital or ambulance care or treatment; or

(ii) because of another emergency.

(5) In this regulation **parent** does not include a parent who is prohibited by a court order from having contact with the child.

Sources

* Early Childhood Australia: <http://www.earlychildhoodaustralia.org.au/>

* Privacy Act: <http://www.privacy.gov.au/law/act>

* The Australian Children's Education & Care Quality Authority: <http://www.acecqa.gov.au/>

* Children (Education and Care Services National Law Application) Act 2010

* Education and Care Services National Regulations 2018

Review

Last Reviewed: 19/6/2018

Date for Next Review: June 2019