 **Wattle Grove Long Day Care Centre**

**Burdekin Court, Wattle Grove**

**ABN 68 056 805 371**

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WATTLE GROVE NSW 2173

**Phone: 02 9825-4700**

**DELIVERY AND COLLECTION OF CHILDREN 2021**

**(previously known as Arrival and Departure of children)**

NATIONAL QUALITY STANDARD (NQS)

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| QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY | | |
| 2.1.1 | Wellbeing and comfort | Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s needs for sleep, rest and relaxation. |
| 2.2 | Safety | Each child is protected. |
| 2.2.1 | Supervision | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard. |
| 2.2.2 | Incident and emergency management | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented. |
| 2.2.3 | Child Protection | Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. |

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| 6.2.1 Transitions | Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities |

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| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS |

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| 99 | Children leaving the education and care service premises |
| 102 | Authorisation for excursions |
| 158 | Attendance and enrolment records |
| 168 | Education and care service must have policies and procedures |
| 176 | Time to notify certain information to Regulatory Authority |

**Purpose**

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service, emergency drills are effectively executed and are a requirement of the Education and Care Services National Regulations 2011.

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service.

Educators and Staff will only release children to an authorised person as named by the parent/guardian on the child’s enrolment form or otherwise authorised by the parent/guardian.

**Background**

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents’ attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

**Policy statement**

This Policy outlines the Service’s requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

**Strategies**

**Attendance Sheet**

On arrival the parents sign their own children in using an electronic platform. A child record of attendance that is kept at the service on our Smartfees APP must include **(Regulation 158)**:

* The full name of each child attending the service
* Arrival and departure times, if absent; and
* The pin code of the person who delivers and collects the child
* Due to COVID-19 contactless signing in will be preferred. Families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
* Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in. The nominated supervisor delegated this duty to the Responsible persons in her absence to complete.
* Sign in procedures are to be used in the case of an emergency to account for all children.

**Review of the Attendance Sheet**

* The Responsible person of the day will regularly review the attendance sheet throughout the day to ensure its accuracy at all times.
* In instances when a parent or authorised nominee has not signed the child in or out, a staff member will sign to confirm that the child is in attendance or has left the service and record this on Smartfees.
* Prior to closing the service, Responsible person must verify all children have been signed out of the service. If a child is not signed out, educators/staff members will check all areas of the service and look for clues such as bags remaining in lockers, to ensure no child remains. The Responsible person will contact the child’s parent/guardian to confirm that they have been collected and this will be noted on the attendance sheet.
* As our service uses digital attendance records, the responsible must ensure at the end of shift that all children have been signed out for the day.

A duty of care exists at all times the child is attending a children’s service. In addition, the service has a duty of care to a child while he/she is on the service’s premises even if he/she hasn’t yet been signed into the service or has been signed out of the service, and is legally under the care and supervision of the parent/guardian.

A child may only leave the education and care service premises under any of the following circumstances **(Regulation 99)**:

* a parent of the child collects
* An authorised nominee named on the child’s enrolment record collects
* A person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child from the premises.
* Child is taken on an excursion
* The child requires medical, hospital or ambulance treatment, or there is another emergency.

**Authorised Nominees**

* On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
* Authorised Nominees must be over 16 years of age to sign a child out. However, if the underage person has written permission then they are permitted to collect.
* Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren if they have never been met by educators at the service.
* Staff members are to check the name on the photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
* If an educator is unable to identify the person trying to collect the child from the service, the parents will be contacted immediately for clarification.
* Please note: Unless there is a prohibition for one or both parents to collect the child from the service, both parents have the authority to remove the children from the premises. The family must provide the service with documentary evidence of any such prohibitions.
* In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service.

**Strategies and practices**

**Delivery**

* The person who delivers a child to the Service signs the child into the Service using the Service’s electronic sign-in/sign-out system. Educators regularly check that all children present in the Service have been signed in. If a child is present but not signed in, the educator signs that child in on behalf of the parent via the electronic sign-in/sign-out system. In the event of an emergency evacuation or lock down, the Attendance Records are used to account for all children in the Service.
* The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service.
* The Nominated Supervisor/Responsible Person notes children’s absences sing the electronic sign-in/sign-out system.
* Educators refer to the Service’s electronic sign-in/sign-out system to check that all children signed in are present throughout the day.

**Collection**

* Parents complete a new (re)enrolment form each year. Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change.
* Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.
* Children are not given into the care of a parent who is prohibited by a court order from having contact with the child.
* No child is released into the care of any person not known to the educators without photo identification.
* The person who collects the child from the Service signs the child out of the Service using the Service’s electronic sign-in/sign-out system.
* Educators regularly check that all children who have been collected by their parents have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, educators sign the child out on behalf of the parent using the Service’s electronic sign-in/sign-out system as soon as the issue is noted.
* If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure (i.e. missing), the family will be contacted immediately to confirm the child’s whereabouts. If the child is not in the family’s care, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours.
* If a child has been removed from the service in a manner that contravenes the National Regulations or is mistakenly locked in or locked out of the Service’s premises or any part of the premises, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours. (Section 174(2)(a) and Regulation 176(2)(a).
* At the end of each day, educators must check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes.
* Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification.
* In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service verbally that a person other than an authorised nominee will collect the child. If this occurs, the Service will record the date, time and content of the conversation with the parent and the name of the staff member who engaged in that conversation. The Service will also require photo identification of the person collecting the child before the child is released. A photocopy of the photo identification is taken and reference to that photo identification is recorded beside the sign-out details on the Attendance Record. The parent is required to sign and date the Service’s record of events on the next occasion the child attends the Service.
* Parents are to advise the Nominated Supervisor or the educators in their child’s room on any occasion an authorised nominee will be collecting the child. If this does not occur, and educators cannot contact the parent to confirm the arrangement, the child will not be released into the care of that nominee.
* If the person collecting the child appears intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person’s attention and attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person’s name and vehicle registration number. The educator is then to complete a Collection Concern Form which is then placed on the child’s file.
* Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission.

**Additional safe practices for babies**

* To ensure that the critical information required to meet the baby’s needs on any given day is obtained from the person bringing the baby to the Service.
* To communicate to the person collecting the child any critical information required to ensure the baby’s continued wellbeing and needs can be met.

**Responsibilities of parents**

* To sign their children in an out of the Service using the electronic sign-in/sign out System.
* To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
* To inform the authorised nominee(s) of the Service’s requirements (e.g. photo ID) when they collect a child.
* To inform the Service in the event of a family member contracting a communicable disease.

**COVID-19 Safety practices**

Our service follows best practice and implements all necessary steps to minimise the spread of infectious diseases, including of Covid-19. ECECD recommendation is implemented when our centre restricts adults to visit our service and only considers ESSENTIAL visits to take place. In the light of al these, our service has adopted a NO ENTRY Policy. Children must be dropped off and collected at the front door, unless otherwise informed by centre’s management.

**Where there is concerns for the safety, health and wellbeing of Children**

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and a staff member feel that the person is unfit to take responsibility for the child, the staff are to bring the matter to the person’s attention before releasing the child into their care **(National Law 171).** Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent/guardian or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff are to inform the police of the circumstances, the person’s name, and vehicle make/model and registration details. Staff cannot prevent a parent/guardian from collecting a child, but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements, if they feel the parent/guardian is in an unfit state to accept responsibility for the child.

Other reasons why a staff member would try to prevent a child from going home with a parent as well as the above mentioned are:

* + when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.
  + A parent or authorised person does not have a car fitted with an appropriate child restraint.

**Late Collection of Children**

* If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two Educators – one must meet all the Responsible person’s requirement, including of approved First aid/anaphyilaxis and also child protection training and must have or be actively working towards an approved diploma level education and care qualification- are present **(National Regulation 126(1)(a)).**
* Parent to notify the service if they know that you are going to be late: If possible, make arrangements for someone else to collect child.
* If parent has not arrived by 6:00pm they will be contacted. If we are unable to contact the parent, and the child has not been collected, we will call alternative contacts as listed on the enrolment form to organise the collection of the child.
* A fee $2.00 minute will be incurred for late collections.

**Responsibilities of the Approved Provider**

* Ensure the service operates in line with the Children (Education and Care Services) National Law (NSW) 2010 and The Education and Care Services National Regulations 2011 with regard to the delivery and collection of children at all times.
* Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service **(National Regulation 157(1))**—except when:
  + permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Approved Provider, supervisor or educator under the law or
  + the Approved Provider is aware the parent is prohibited by a court order from having contact with the child.

**Responsibilities of the Nominated Supervisor**

* Provide supervision, guidance and advice to ensure adherence to the policy at all times.
* Ensure children are adequately supervised and are protected from harms and hazards.
* Ensure children do not leave the education and care service premises except in accordance with the Education and Care Services National Regulations 2011.
* Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service **(National Regulation 157(2))**—except when:
  + permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Nominated Supervisor, provider or educator under the law or
  + the Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
* Ensure an unauthorised person (Authorised person described in **National Law 170(5)** and Inappropriate person described in **National Law 171(3)**) is not at the service while children are present unless the person is under direct supervision.
* Ensure there are procedures in place to ensure that all children have been signed out for the day by the parent/guardian of the child or a responsible person.

**Responsibilities of the Educators**

* Ensure accuracy of attendance record at all times.
* Be available for individual greeting and settling of children.
* Provide a supportive and welcoming environment for children and families to assist with separation and settling.
* Follow all service procedures regarding the delivery and collection of children.
* If you are unsure whether a child should be allowed to leave with the person who has come to collect, do not allow the child to go until you have confirmed permission. Seek advice from the responsible person if unsure.

**Responsibilities of the Families**

* To sign their children in an out of the Service using the electronic sign-in/sign out System.
* Communicate any changes of routine with educators whenever necessary.
* Leave the child in the direct care of a staff member at all times.
* Ensure an educator is aware child has been collected from the service at all times.
* Provide the service with any court orders relating to your child upon enrolment of the child.
* To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
* To inform the authorised nominee(s) of the Service’s requirements (e.g. photo ID) when they collect a child.
* To inform the Service in the event of a family member contracting a communicable disease.

**Responsibilities of the Visitors**

* To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our Service must sign in when they arrive at the service and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

**Related Statutory Obligations & Considerations**

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| **Australian Children’s Education and Care Quality Authority (ACECQA)** | http://www.acecqa.gov.au/ |
| **Children (Education and Care Services) National Law (NSW) No 104a** | https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full |
| **Children and Young Persons (Care and Protection) Act** | https://www.legislation.nsw.gov.au/#/view/act/1998/157 |
| **Department of Education** | http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care |
| **Education and Care Services National Regulations** | https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full |
| **National Quality Framework (NQF)** | http://acecqa.gov.au/national-quality-framework/ |

**Related Telephone Numbers**

* NSW Early Childhood Directorate - 1800 619 113
* ACECQA - 1300 422 327
* Police - 000
* Office of the Children’s Guardian – (02) 8219 3600

**Amendment History**

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| **Version** | **Amendment** | **Date** |
| 002 | Additional Points Added  Grammar errors fixed  Formatting  NQS & Regulations Added  Review- responsibility of the parents added, strategies-dot points added,  Updated references, policy name change | September 2020  November 2021 |

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| Date: | October 2021 |
| Version: | 2020/02 |
| Last Amended By: | Julia Koti |
| Next Review: | October 2022 |
| Position: | Approved Provider/Director |
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This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

**Sources, further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

* Education and Care Services National Regulations 2011
* Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements [https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf accessed 30 December 2020](https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf%20accessed%2030%20December%202020)
* ACECQA. (2017). Reporting requirements about children. <https://www.acecqa.gov.au/resources/applications/reporting> accessed 30 December 2020