

Delivery and Collection of Children

Policy/Procedure Number: **QA2 - 12**

Policy/Procedure Requirement: National Quality Standards 2 & 7; Regulations 99, 158, 159 & 168

Policy Statement

It is a priority for the Service to ensure the safe delivery and collection, from care and when going on excursions, of each child cared for and/or educated in the Service. We value and respect our families' decisions about their children. This includes decisions about the people authorised to collect their children from the service premises, as well as preventing entry of unauthorised persons.

Rationale

FDC Educators should take reasonable steps to ensure the collection and delivery of children, whether to and from the FDC residence or on excursions, supports the safety and protection of the children. Parents / guardians are therefore required to sign in and sign out to confirm when a child is formally placed in or taken out of the care of the Educator.

Strategies and Practices

Responsibilities of the Educators:

The Educators will:

- Ensure **all children are digitally signed in and out** through online platform Hubhello **at the time of arrival and on departure** by the parent or authorised nominee on the child's attendance record. - A manual sign in sheet must be available if required
- Ensure where a parent / authorised has not signed the child in or out, **the Educator must do so as soon as possible** and must remind parents on their return, about the delivery and collection policy and have the parent/ authorised person **manually sign the timesheet with the drop off / pick up time**
- Ensure that parent / authorised person **does not register a departure time** until they have collected the child
- **Be responsible** for the supervision of children **from the time the parent/ authorised person sign the child into care until the time the parent registers the child out of care**
- If a child is dropped off at the
- Only allow the child to leave the FDC residence or site of excursion if the child:
 - Is given into the care of:
 - a parent of the child; or
 - an authorised person (18 years or older) named in the child's enrolment record; or
 - a person authorised (**in writing**) by a parent or authorised nominee named in the child's enrolment record to collect the child. An **electronic copy** (photo, scan) of the authorisation **must be sent to the Service** and the original retained by Educator as a record; or
 - a person authorised by the child's parent by **text, fax, or email**. A photo identification of the authorised person is checked and sign in/out procedures followed. An **electronic copy** (i.e. screenshot, photo, scan) of the authorisation **must be sent to the Service**, and Educator retain the electronic or printed paper copy for records; or

- they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee; or
 - they are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency
- Is given into the care of a person or taken outside the premises because of medical, hospital or ambulance care or treatment, or because of another emergency
- Is given into the care of a person at **the request (including by phone) of the parent** in the **case of an emergency** where the parent or another authorised person is not able to collect the child. A photo identification of the person is checked; and sign in/out procedures followed. In such cases, the Educator is also encouraged to independently try and contact other persons authorised in the enrolment (HubWorks Record) to collect the child
- **Not release a child** into the care of a parent who is prohibited by a court 'Parenting Order' from having contact with the child
 - Prevent the entry of unauthorised persons
 - Inform parents of their responsibility to provide the Educator with a copy of any current 'Parenting Order'
 - If a parent who is not authorised on the child's Enrolment Form arrives to collect the child, but provides a current court 'Parenting Order' which gives them legal access, the child will be released and the enrolling parent will be notified
 - Act in a manner consistent with the Service's duty of care to a child where the parents are in conflict
 - Where the Educator has reason to believe that releasing a child to a parent may place the child's immediate safety and welfare at risk, the Educator can contact the other parent and keep the child at the FDC residence until the situation is resolved
 - **Not give a child into the care of a person** if there are reasonable grounds to believe that doing so will place the child in danger, even if the person in question has lawful authority to collect the child
 - A Parent or other person who is authorised to collect the child seems too ill, or affected by alcohol or drugs to safely care for the child
 - Where a person collecting a child from the service is believed to be under the age of 18 and they cannot provide proof of age

In such cases, the Educator must contact one of the other people who is authorised to collect the child and arrange alternate means for the collection of the child.

If the FDC Educator is placed in a position where they fear for the safety of the child, their own safety and that of others at the Service / FDC residence, if suitable they should enact the lockdown procedure, and contact the Coordinators and police
 - Contact the parent or authorised persons to arrange for the child to be collected from care where a child has not been collected 30 minutes after the booked session of care
 - Contact the Service if unable to contact the parent or authorised persons within a period of two hours after the booked times

Resources and Further Readings

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- ACECQA National; Quality Framework Resource Kit www.acecqa.gov.au

Related FDC Policies, Procedures & Documents

- Child Enrolment Form
- Lockdown Procedure (Emergency and Evacuation Policy)
- Excursions & Regular Outings Policy
- Acceptance & Refusal of Authorisations
- Interactions with Children
- Excursions and Regular Outings
- Incident, Injury, Trauma & Illness

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Next Review: