

# Delivery and Collection of Children from the Service Premises Policy

## Policy statement

We are committed to the safe delivery of children to, and collection from, our service. We have detailed processes, procedures and practices in this regard to ensure that all educators and staff implement them.

## Background

Peak Sports and Learning will ensure that policies and procedures in relation to the safe delivery of children to, and collection from, the service premises are in place to safeguard children’s health, safety and wellbeing.

The service and educators will manage this by ensuring appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons.

The transition of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and with the number of people coming and going. Safeguarding children during their delivery to, and collection from, the service premises can be enabled by the creation and implementation of effective policies and procedures.

## Considerations

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation	Other
Regulations: 86, 87, 99, 100, 101, 102, 102AAB, 102AAC, 102A, 102B, 102C, 102D, 122, 123, 157, 158, 159, 160, 161, 168, 169, 170, 171, 172.  Law: Section 165, 167, 170	Standards 2.2, 4.1, 6.1, 6.2, 7.1	<ul style="list-style-type: none"> <li>- Enrolment Handbook</li> <li>- Staff Handbook</li> <li>- Acceptance and Refusal of Authorisations Policy</li> <li>- Enrolment and Orientation Policy</li> <li>- Safe Transportation of children Policy</li> <li>- Safe Arrivals of children Policy</li> <li>- Managing Duty of Care - Non attending Children Policy</li> <li>- Administration of Medication Policy</li> <li>- Providing a Child Safe Environment Policy</li> </ul>	Child Safe Standards

## Roles & Responsibilities

### Approved Provider

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met
- Ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (Regulation 158)
- Ensure systems are in place so that children only leave the service premises:
  - if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
  - in accordance with the written authorisation of the child's parent or authorised nominee
  - if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
  - if 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 (Regulation 99)
- Ensure that an enrolment record is kept for each child which contains the information set out in Regulations 160 and 161, including authorisations from families
- Ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (Regulations 122 and 123)
- Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your **Incident, injury, trauma and illness policy and procedures** (Regulations 86 and 87)
- Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the **Delivery and Collection of Children from the Service Premises Policy** and procedures
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, responsible persons, educators, staff and families, and available for inspection
- Notify families at least 14 days before changing the policy or procedures if the changes will:
  - affect the fees charged or the way they are collected or
  - significantly impact the service's education and care of children or
  - significantly impact the family's ability to utilise the service.

### Nominated Supervisor / Responsible Person

- Implement the ***Delivery and Collection of Children from the Service Premises Policy*** and procedures
- Ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (Regulation 158)
- Implement systems so that children only leave the service premises:
  - if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
  - in accordance with the written authorisation of the child's parent or authorised nominee
  - if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
  - if 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 (Regulation 99)
- Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families
- Ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (Regulations 122 and 123)
- Communicate any changes to children's delivery and collection arrangements to educators, staff and families
- Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your ***Incident, injury, trauma and illness policy and procedures*** (Regulations 86 and 87).

### Educators

- Must be aware of and follow the ***Delivery and Collection of Children from the Service Premises Policy*** and procedures
- Ensure that the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator
- Ensure that, when leaving the service, children are:
  - given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
  - given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee
- Meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios
- Be aware of the requirements should any incidents occur

## Families

- Be aware of the ***Delivery and Collection of Children from the Service Premises*** and procedures including *Responsibility of Families Regarding Bookings and Notifying of Absence* below.
- Provide authorisations in their child's enrolment form and ensure the information is kept up to date
- Complete the attendance record when their child arrives and leaves, including: their child's name; the date and time they arrive and depart; and their signature
- Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service

## Procedures

### **Responsibility of Families Regarding Bookings and Notifying of Absences:**

- Families are required to maintain accurate booking schedules for their children using their online FullyBooked account, where making changes *with more than 24 hours notice* from the session start time.
- Where families are making changes with *less than 24 hours notice*, they need to contact our Head Office via phone or email to request.
- Our 24 hour notice period is required to ensure we can pay careful attention to staffing needs and resources at the centre. This does incur a late booking fee.
- Families should only contact our head office rather than our Educators at the centre for absences and booking requests. This reduces the likelihood of errors with Educators having to pass messages along to the office.
- Parents and Carers making requests outside of business hours are encouraged to email the administration team so their requests can be timestamped and actioned in the following business hours [admin@peaksportslearning.com.au](mailto:admin@peaksportslearning.com.au)
- Families will be informed of their responsibilities regarding making bookings and notifying of absences upon enrolment and through the Enrolment Handbook.
- Additional fees may apply where there is failure to provide reasonable notification of bookings, cancellations or where children are collected late (outside service hours).

### **Delivery of children to our service premises (Vacation Care & Before School Care):**

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must see an Educator to sign the attendance register and record the time of arrival and their signature.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Administration of Medication procedures. This includes completing a medication record, a medication supply record where applicable and ensuring medication is provided to the service inline with requirements as per the Administration of Medication Policy.

## Collection of children from our service premises (After School Care & Vacation Care)

- A child may only leave the premises:
  - if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
  - in accordance with the written authorisation of the child's parent or authorised nominee
  - if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
  - if 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 (Regulation 99)
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The authorised collection list is accessible to staff through the FullyBooked online system.
- The authorised nominee who is collecting a child must sign the attendance register and record the time of collection and their signature.
- The authorised nominee must be aged 16 years or older, and able to produce photo identification if unknown to staff.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- If a person who is not on the collection list arrives to collect a child, the Responsible Person will contact the parent or guardian where written authorisation by email or text will be sought before the child is able to leave the service. The Responsible Person will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
- In the event that a parent attempts to collect their child while in an unfit state, including appearing intoxicated or under the influence of drugs:
  - Educators cannot prevent a parent from collecting a child, but where possible, without risk to themselves may attempt to persuade a parent to seek alternative arrangements such as contacting another parent or authorised nominee.
  - If the person refuses to allow the child to be collected by another authorised nominee, the Responsible Person is to inform the Nominated Supervisor or Director, and if appropriate, the police will be contacted.
- Children with court order protection will not be released into the care of persons not authorised, e.g. AVO or No contact order. If an unauthorised person is not willing to leave the premises without the child, without risk to themselves the educators will initiate a lockdown emergency response and call the police.
- Head counts will be completed regularly including at the cessation of care hours to ensure all children have been released and no children remain in the service premises.

### **Late collection:**

- Children must be collected by the closing time of the service.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a child remains at the centre after closing time and the family have not made arrangement for their collection, Educators staff will commence calling all authorised nominees contact numbers and inform the Nominated Supervisor.
- In the event that there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the Nominated Supervisor and/or police.
- Late fees from closure time will apply as outlined in the Enrolment Handbook. This includes a \$20.00 late fee and an additional \$1 per minute.

### **Children Leaving the Service Unattended:**

- If a child leaves the service for any reason without permission, the staff will assess the situation immediately and will call a parent / guardian and where necessary the police as quickly as reasonably possible.
- Staff will not leave the centre to pursue a child if it leaves the other children in the service with insufficient supervision or if it exposes that staff member to an unacceptable risk of personal harm.

## **Additional fees related to Delivery & Collection of Children**

Additional fees will apply as outlined in the Enrolment Handbook.

### Late Collection (outside service hours)

Collection of children after service operating hours will incur a \$20.00 late collection fee and an additional \$1 per minute.

## Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	Jan 2014	March 2018	Directors	Amendments to procedures as needed annually.
2	March 2018	March 2019	Directors	Version Control table introduced. Rewritten and edited to reflect 2018 updated Quality Standards. Addition of school pickup collection procedures, late collection procedures, kindergarten collection.
3	April 2019	April 2020	Directors	Reviewed and no major amendments.
4	March 2020	May 2020	Directors	Reviewed with no amendments. Moved to new document review timeline.
5	May 2020	May 2022	Directors	Reviewed with no amendments made.
6	January 2023	May 2024	Directors	Addition of search fee and walk in fee.
7	September 2023	September 2024	Directors	Amendments made with creation of Safe arrival of Children policy, Regulatory change 1 <sup>st</sup> Oct 2023. Transfer of ASC pickup procedure information as more relevant to safe arrival of children.