

Intereach Children's Services Delivery and Collection of Children Procedure



Applies to	Intereach Family Day Care (FDC) and Intereach Out Of School Hours (OOSH)				
Policy	NQF Two: Children's Health and Safety Policy				
Version	2.0	Date approved	22/03/2022	Next review date	22/03/2025

1. Objective

The aim of this procedure is to provide detailed processes, procedures, and practices in regard to the safe delivery of children to, and collection from, Intereach children's services.

Children's safety and wellbeing is of primary importance and services must ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing entry of unauthorised persons.

2. Responsibilities

It is the responsibility of the Nominated Supervisor to ensure:

- all staff, educators and families are aware of the *Intereach Children's Services Delivery and Collection of Children Procedure* and implement it accordingly;
- systems are in place so that children only leave the service premises;
 - with a parent/guardian or an authorised nominee or a person authorised by the parent or the authorised nominee;
 - if the children are taken on an excursion or on transportation written authorisation is available from the parent/guardian or the authorised nominee; and,
 - if a child is taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of an emergency (regulation 99).
- the enrolment record for each child contains the information set out in regulations 160 and 161 including authorisation from families;
- all supervision requirements are met during delivery and collection of children to and from the service premises, including relevant educator to child ratios (regulations 122 and 123); and,
- support staff and educators where necessary, in relation to the handover procedure.
- if any incidents occur relating to the delivery of children to, or collection from the service premises, the response meets all regulatory requirements, including implementing the Intereach Incident, injury, trauma and illness policies and procedures.

It is the responsibility of the staff and educators to:

- be familiar with the policies and procedures relating to delivery and collection of children to and from the service premises;
- ensure the attendance record, including each child's name, the date and time of arrival and departure is completed accurately;
- ensure when leaving the service, children are:
 - given into the care of a parent/guardian, 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 parents/guardians.

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- meet the supervision requirements during the delivery of children to, and collection from the service premises, including maintaining the relevant educator to child ratios; (Refer to *Intereach Children Services Supervision procedure*);
- be aware of the requirements should any incidents occur in relation to delivery or collection of children. (Refer to *Incident, Injury, Trauma and Illness Procedure*, *Missing Child Procedure* and *Attendance and Absence of Children Procedure*);

It is the responsibility of the parent/guardian to:

- be aware of the requirements for delivery and collection of children from the service premises;
- provide authorisation in their child/ren's enrolment form and ensure the information provided is kept up to date;
- complete the attendance record when their child arrives and leaves; (Refer to the *Attendance and Absence Procedure*); and,
- provide authorisation should they require a person, other than the people listed in the enrolment record, to collect their child from the service. Parents must personally contact the service to provide information regarding who will collect the child/ren, it is preferred that this is in writing. The nominated person is required to give proof of identification, including photo ID to staff or educators if they have not seen them previously.

3. Procedure

3.1. Authorisation

- Enrolment Forms must include names, addresses, contact numbers and email addresses of all authorised persons. All authorised persons must be over the age of 18 years unless they are the legal parent.
- Families will be regularly reminded to update their details including authorised persons.
- Children are only released to the care of a parent or other authorised person. If the parent requires someone other than the people listed in the enrolment record to collect their child, they should provide authorisation by personally contacting the service to provide information regarding who will collect the children and where possible written consent is preferred;
 - accept authorisation regarding the above via text, fax, phone, or email. If applicable the authorisation received will be signed by the parent/guardian and documented in the child/ren's notes; and,
 - if the service has not been notified and someone other than the parent or authorised person comes to collect the child, the service will ring the parent to get his/her authorisation. The child will not be released from the service until proper authorisation has been received.
- FDC Educators will ensure that delivery and collection of school-age children is in accordance with the *Arrival and departure of school aged children form*. Examples may include parents/guardians authorising their school child to make their way to/from school independently to/from the FDC service.
- Refer to any court orders that may apply to the collection of children from the service. If the Approved Provider or Nominated Supervisor from the service believes that permitting a parent's entry to the service will contravene a court order, access to that parent can or will be denied.

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- Make every endeavour to contact parents/guardians or persons nominated on the enrolment form when a child is not collected from the service as arranged.
- When contact cannot be made with parents/guardians, educators will follow the appropriate processes identified in the *Intereach Children services Attendance and Absent procedure* and or the *Missing child procedure*.

3.2. Signing in and out

- Check attendance records to ensure children have been signed in and out correctly.
- Ensure where children are leaving the premises for a period of time and then, such as to attend an appointment, children must be signed out and signed back in.
- Provide correct attendance records and ensure they are completed correctly at ALL locations where a handover occurs. Each child must be pinned IN and OUT each day with arrival and departure times.

3.3. Late Fees

- Services will have a schedule for late fees when children are collected after closing time or booked hours. The late fee will be enforced without notice. (Refer to *Payment of Fee Procedure*)

3.4. Absence

- Ensure that when a child is absent from the service, the parent (staff or educator) will pin the attendance sheet (refer to the *Intereach Attendance and Absence of Children Procedure*).

3.5. Supervision

- Physically sight or make contact with all children when they arrive.
- Implement consistent supervision and not perform other duties while responsible for the supervision of children; (Refer to *Intereach Children Services Supervision procedure*).
- Ensure children's belongings are placed in the appropriate place and are collected at the end of the day.

3.6. Environment

- Ensure the entrance/exit to the premises is secured at all times. Inform parents/guardians it is their responsibility to closely supervise children, particularly if any hazards such as vehicles, bushes, glass, or ponds, are in the entry/access route to the handover area. This relates to delivery and collection until the handover of the child has occurred.

4. Context	
4.1. Standards or other external requirements	<p>Australian Children's Education and Care Quality Authority <i>National Quality Standards</i></p> <p>Australian Children's Education and Care Quality Authority <i>Guide to the National Quality Framework</i></p> <p>Department of Education, Employment and Workplace Relations. <i>Childcare Service Handbook 2018-2019</i></p> <p>Early Childhood Australia (2016). <i>Code of Ethics</i></p>
4.2. Legislation or other requirements	<p>Education and Care Services National Regulations - Regulations 99, 122, 123, 160, 167 and 170</p> <p>Education and Care Services National Law Act 2010 – Children, Youth and Families Act 2005 (Vic)</p> <p>Children and Young Persons (Care and Protection) Act 1998</p>
4.3. Internal Documentation	<p>Attendance and Absence of Children Procedure</p> <p>Missing Children Procedure</p> <p>Supervision Procedure</p> <p>Incident, Injury, Trauma, and Illness Procedure</p> <p>Payment of Fee Procedure</p> <p>FDC – Arrival and Departure form</p> <p>OOSH – Arrival and Departure Authorisation for Transportation Form (School to Intereach OOSH After School Care)</p>

5. Document control			
Version	Date approved	Approved by	Next review date
1.0	13/12/2019	R. Phillips – Acting Senior Manager, Children and Family Services	13/12/2022
2.0	22/03/2022	M. Tai – General Manager Operations	22/03/2025