

## ARRIVAL AND COLLECTION OF CHILDREN POLICY

### AIM

*This policy outlines the procedure for ensuring the safe arrival and collection of children utilising the Centre's childcare and preschool services.*

### IMPLEMENTATION

#### Leadership will:

- Oversee implementation of this policy throughout the site.
- Undertake a risk assessment at least once every 12 months, and as soon as practicable after becoming aware of any circumstances that may affect the safe arrival of children.
- Have clearly defined roles and will use effective communication to ensure that site leaders, educators and other staff are aware of their responsibilities in relation to the travel of children to and from the service.
- Discuss alternate arrangements for collection with families if they are unable to collect before Centre closes on multiple occasions.
- Reserve the right to cancel care for families who repeatedly collect children after close at 6:00pm.
- Ensure accurate attendance data is collected for each child each day the service operates which must include date of attendance, full name of child, time of arrival, time of departure and a signature of the person who dropped off and collected the child OR an authorised nominee (staff member).

#### Families will:

- If accessing 11-hour sessions, drop off their children after 7:00am when the Centre opens and collect them before 6:00pm when the Centre closes.
- If accessing 10-hour sessions, drop off their children after 7:00am and collect before 5:00pm or drop their children off after 8:00am and collect them before 6:00pm as booked.
- Families should be arriving to collect with adequate time for handover of information to happen (i.e. 10 minutes before their session ends).
- Hand over the duty of care of their child to educators at the beginning of the session by:
  - Greeting educators
  - Signing the child in on the attendance iPad and fill in details on medical sheet if applicable.
  - Complete medication record if child requires medications (i.e. antibiotics)
  - Placing their child's belongings in the appropriate place.
  - Indicating to staff the person who will collect the child and expected departure time
- Receive duty of care at the end of the session by:
  - Greeting educator and receiving any verbal handover information, if possible.
  - Sighting and signing any illness or injury reports
  - Sight and sign medication record at collection to verify medication was administered, if needed.
  - Collecting their child's belongings
  - Signing out the child on the attendance iPad
- Supervise children at all times, when duty of care has resumed. Ensure children are treating the environment and equipment respectfully and supervise them during busy arrival and collection times.
- Inform the front desk and staff if another person or emergency contact is coming to collect the child. Families are encouraged to write who is collecting their child in the comments section of the sign-in sheet and remind the person collecting to bring in identification.
- Provide emergency contact details upon enrolment and update their child's emergency contacts if the information changes.
- Inform administration if any court orders are in place, providing a copy for their child's folder.
- Send someone 18 years or older to collect the child. Emergency contacts must be legal adults.
- Understand they will be charged additional fees or have care cancelled if repeatedly late to collect.

#### Staff will:

- Be present at the Centre to open the Centre at 7:00am and to close at 6:00pm.
- Be available to speak to families during arrival/collection times to ensure hand over happens smoothly.

- Comfort distressed children and let families know they can contact the Centre to check in.
- Release children back into the duty of care of families only after:
  - Greeting parents and giving any verbal handover information, if possible.
  - Showing any illness or injury reports
  - Ensuring the child's belongings are packed up and collected
  - Ensuring the child has been signed out
- Introduce themselves and ask for identification if they have not previously met the person collecting a child. Consult the child's enrolment form/call administration to see if the person is authorised to collect.
- Call families for verbal verification (including a description of the person) if an unknown person is attempting to collect a child without identification on them.
- Be familiar with all current intervention/custody orders in place and follow order flowchart.
- Contact the child's guardians if not collected by 5:50pm and Centre has not been informed of alternate arrangements for collection. During this call, educators may start verbal handover of information. If guardians cannot be reached, educators will contact the child's emergency contacts.
- Contact SWISS (Social Work Incident Support Service) if a child is not collected by 6:00pm and the child's guardians and emergency contacts are unable to be contacted.
- Contact SWISS if guardians/emergency contacts have informed staff they will not be able to collect by 6:30pm and educators are not able to stay onsite.

**Front Desk will (in consultation with Leadership staff):**

- Be aware of who is collecting children and ask for identification if they have not collected child previously. If they have not been informed that a different person to the child's regular guardian is collecting the child, the child's primary guardians will be called to obtain consent.
- Review children's emergency contacts annually.
- Ensure only approved guardians and contacts are allowed to collect children.
- Keep records of people who are not allowed to collect children in regards to court orders. If a guardian that has been requested to not have contact with the child/ren arrives, front desk staff will:
  - Explain Centre's legal obligations to comply with court orders and what other guardian requested.
  - Suggest they make contact with the other guardian and try to discourage them from taking the child without other guardian's consent. Staff will then ring the person who dropped off the child/ren.
- Have the right and responsibility to use their judgement to contact outside authorities in the case of a parent/guardian arriving at the Centre in an unfit state to collect children. An "unfit state" may refer to, but is not limited to being affected by drugs or alcohol, appearing emotionally unstable or seriously and adversely affected by an illness that makes controlling a vehicle or supervising children unsafe. If a guardian arrives to collect children in an unfit state, the front desk:
  - Do not have the right to stop children leaving the Centre with a guardian
  - Can offer the guardian a coffee/water and offer to phone an emergency contact or taxi. If the guardian has no money, the Centre can offer to pay for the taxi and bill their account.
  - Can contact the police once the child/ren have left the Centre.
  - Must document the incident on an incident report form and report to Director or Assistant Director.
- Keep attendance records onsite for 12 months.

**This policy is viewed to be working effectively when:** All children arrive and depart in a safe manner and staff are notified of any changes to who is collecting the child/ren.

The service effectively supports the safety and wellbeing of children who travel between education and care services and any other education or early childhood service (including schools).

**Links to National Quality Standards:**

**Quality Area 2: Children's Health and Safety**

**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.

**Quality Area 6: Collaborative Partnerships with Families and Communities**

**6.2 Collaborative Partnerships:** Collaborative partnerships enhance children's inclusion, learning and wellbeing.

**Quality Area 7: Governance and Leadership**

**7.1 Governance:** Governance supports the operation of a quality service.

**7.1.2 Management systems:** Systems are in place to manage risk and enable the effective management and operation of a quality service.

<b>EDUCATION AND CARE SERVICES NATIONAL LAW</b>	
<b>Sec. 165</b>	Offence to inadequately supervise children
<b>Sec. 167</b>	Offence relating to protection of children from harm and hazards
<b>Sec. 175</b>	Offence relating to requirement to keep enrolment and other documents
<b>EDUCATION AND CARE SERVICES NATIONAL REGULATIONS</b>	
<b>86</b>	Notification to parents of incident, injury, trauma and illness
<b>99</b>	Children leaving the education and care service premises
<b>102AAB</b>	Safe arrival of children policies and procedures
<b>102AAC</b>	Risk assessment for the purposes of safe arrival of children policies and procedures
<b>102C</b>	Conduct a risk assessment for transporting children by the education and care service
<b>102D</b>	Authorisation for service to transport children
<b>158</b>	Children's attendance record must be kept by the approved provider
<b>160</b>	Child enrolment records to be kept by the approved provider and family day care educator
<b>168</b>	Education and care service must have policies and procedures
<b>170</b>	Policies and procedures to be followed
<b>171</b>	Policies and procedures to be kept available
<b>172</b>	Notification of change to policies or procedures

**Related Policies**

Incident, Injury, Trauma and Illness Policy

Acceptance and Refusal of Authorisations Policy

Preschool Enrolment Policy

Supervision Policy

Child Safe Environment Policy

**Record of Policy Adoption and Amendment:**

<b>Version</b>	<b>Date</b>	<b>Details</b>	<b>Author</b>	<b>Approver</b>
1.0	January 2011	Policy adopted.	Ocean View CC	Governing Council
2.0	July 2012	<ul style="list-style-type: none"> <li>Suggested amendments put to Policy Review Committee and adopted, including; Adding in 16 years of age minimum to collect, unfit state to collect definition, NQS</li> </ul>	K Cook	Policy Review Committee
2.1	December 2013	<ul style="list-style-type: none"> <li>Opening and closing times added</li> <li>Some parts changed to reflect Working Alone policy.</li> <li>Repeated sentences removed</li> </ul>	P Murray	Policy Review Committee

2.2	August 2014 July 2016	<ul style="list-style-type: none"> <li>Changed to match current Centre practice and reflect current issues</li> <li>Aligned with DECD policy</li> </ul>	P Murray	Policy Review Committee
2.3	July 2023	<ul style="list-style-type: none"> <li>Updated the collection authority age from 16 to 18.</li> </ul>	G Frankel-Howes	Policy Review Committee
2.4	November 2024	Included requirement of annual risk assessment to ensure safe arrival of children travelling from one education and care service to another.	N Turnadzic	Policy Review Committee

**Review:** To be reviewed annually

**Last Reviewed:** November 2024