

DELIVERY, ATTENDANCE, COLLECTION OF CHILDREN INCLUDING ACCEPTANCE AND REFUSAL OF AUTHORISATION Policy and Procedures

Links to Regulations: 99 157, 158, 160- 162, 168 (2) (f) (m), 177 (1) (k) (l), (2), (3), (4) Links to quality areas, standards or elements: 2.3, 4.1, 6, 7.1, 7.3

DELIVERY AND ATTENDANCE OF CHILDREN Procedures:

Parents/caregivers

- On arrival, **Childcare children** are to be handed personally to a staff member and parent/carer or Authorised person sign child/ren in on OWNA using iPad supplied.
- Please ensure **Preschool children** are greeted by an Educator on their arrival and support your child to sign in.
- Inform staff on arrival and indicate on OWNA, if your child/ren has had any medication before attending the Centre or if they have been unwell overnight.
- For all children under 2 years old complete a Handover form on OWNA detailing time child has woke, had breakfast, nappy change, bottles given and any additional comments
- Unpack child/ren's bag placing lunchbox and any milk bottles in appropriate fridge for the child's group, water bottle to be placed in appropriate location for child's group, hat in hat pocket and any comforters for Under 2's to be placed in child's basket
- Inform the Centre at your earliest convenience of your child/ren's absence and reason for absence via OWNA non-attendance, email or by phone
- The Centre entrance gates have child safety catches above 1300mm high. Parents are requested to ensure gates and doors are closed behind them.
- If you need to collect your child early from Preschool, please notify staff as this will be entered on the Preschool Roll. The Preschool Attendance Roll will be maintained on site for 8 years.

Staff

- Will greet all children and families upon their arrival to the Centre
- Greet OSHC and Preschool children whom travel by bus on arrival at the Scotland Street entrance gate and will sign children in appropriately for their group.
- **Childcare Educators** will check OWNA for children signed in against the number of children in their care at regular intervals throughout the day (9:30am, 11:30am, 2:30pm & 4:30pm). Children whom have not been signed in by a parent/caregiver will be signed in by staff and a parent/caregiver will need to confirm it at their next attendance.
- **Team Leader childcare under 2 group** will check that handover forms have been completed for all children in attendance each day at 9.30am if it is found that one has not been completed for a child contact will be made to the parent/carer.
- **Preschool Educators** will mark the Preschool attendance roll just after the commencement of the session and again after lunch. An Educator will sign the Roll at the end of the day. The time children arrive after the 8:25am start will be recorded against their name.
- Record any notes or information passed on at drop off time by parents/carers in the appropriate diary for the group of child/ren.

COLLECTION Procedures:

Balaklava Community Children's Centre has a Duty of Care to ensure:

1. Only authorised people are able to collect the child and all precautions will be taken to ensure this happens.
 - Names and contact numbers of all persons authorised to collect children must be included on the enrolment form.
 - Parents must notify the Centre if a person not listed on the enrolment form is to collect their child giving a verbal description. Proof of identity of this person will be required by staff. eg driver's

licence or other acceptable photo identification. No child will be released into the care of any persons not able to provide proof of identity.

- Parents/carers must notify staff when collecting child/ren and sign children out on OWNA using the iPads when leaving the Centr.
2. At the time of enrolment (or when any other facet of family situation changes and the Centre becomes aware of such), the Centre must ask parents if Family Court Orders or Intervention Orders are in place and if they are able to provide the Centre with copies.
 - A copy of the court order must be kept in the child's file and sighted by the Director/Deputy Director
 - Unless otherwise provided by a court order, the current *Family Law Act 1975* states that each parent has equal responsibility for their child, meaning that each parent is entitled to fully participate in their child's pre-school or childcare activities and have equal rights to access all documentation relating to the child, including reports and newsletters.
 - DFE Legislation and Legal Services Unit 8226 1555 are available to clarify circumstances and support enrolments
 3. The Centre must be notified if there is a restriction of access in place.
 - If a restriction applies, any concerns will be discussed as they arise.
 - All reasonable precautions will be taken to ensure only the residential parent can collect the child.
 - A description and photo of the non-residential parent must be supplied to the Centre for identification purposes.

If an unauthorised parent or person arrives at the Centre to collect a child, staff will inform them that:

- their access to the child is prohibited or restricted by an order of a court or tribunal or a legal document is in place
 - the issue of authorisation is clear within our policies and procedures and where they do not meet this criteria, circumstances cannot be renegotiated by staff
 - where necessary, that he/she need to leave or the police will be called
4. Parents/carers or Authorised person may visit the Centre at any reasonable time whilst their child is present. However they are requested to give due consideration to the time of day in relation to the child's program i.e. rest time would be inconvenient and could disturb other children.
 5. Parents/carer or Authorised person may bring other relatives to visit at convenient times that have been organised through the Director/Deputy Director.
 6. In the event of a threat/ potential threat to staff/children
 1. The police will be called immediately either by phone or activating the duress alarm
 2. The residential parent will be contacted immediately

NB: No unauthorised or inappropriate person will remain on site while children are present, unless the person is under the direct supervision of an Educator. (Refer South Australia Education and Early Childhood Services (Registration & Standards) Act 2011, Part 6, *Operating an Education and Care Service*, 170 & 171).

LATE COLLECTION OF CHILDREN Procedures:

1. If the parent/carer or authorised person has not contacted the Centre, and the child has not been collected from Preschool or Childcare within 10 minutes of the end of the Preschool session / booked Childcare session, staff will attempt to telephone the parent/carer. If no contact is made with the

parent/carer, the emergency contacts listed on the child's enrolment form will be telephoned to arrange for the child's immediate collection. Meanwhile the child will be cared for in Childcare and the Centre's Late fee charged (Refer to Fee Policy). Educators will continue to attempt to make contact with the parent/carer and emergency contacts listed. At all times the NQS staffing ratio will be adhered to and details of this late collection will be recorded.

2. If no one can be contacted and the child has not been collected 30 minutes after the negotiated collection time, the Director / Deputy Director will be notified. Local Police and Crisis Care (between 4pm – 9am) or the Child Abuse report line (between 9am – 4pm) will be contacted and asked to take responsibility for the child.
3. If the child is collected by Crisis Care outside business hours and still no contact made with the parent/carer and emergency contacts, staff will post a notice on the Centre's entrance doors with a short explanation of circumstances and relevant telephone contact numbers before leaving the centre.

NB: The Centre's late fee will be charged from the end of the booked session until the time of collection.

Supporting Resources:

- BCCC Complaints and Communication Policy and Procedures and Parents Concern and Complaints brochure
- BCCC Enrolment and Induction Packs
- Centre waiting list for Childcare and Preschool children
- Responding to Abuse and Neglect training
- Early Years System
- DFE Preschool Enrolment Policy
- Preschool and Integrated Services Enrolment Forms
- DFE Attendance Policy, including Attendance Recording Procedures for Preschools
- Legislation and Legal Services website: Resources and Services
- Work Health & Safety: Risk Management Policy & Framework; Hazard Management Procedure; Injury Management, Induction Video <http://player.vimeo.com/video/60983250>
- School Care on 8463 6564 or DFESchoolCare@sa.gov.au
- Australian Children's Education & Care Quality Authority, February 2018, National Quality Framework Resource Kit

Sources:

- DFE Enrolment Policy and Procedures, including *Proof of Age; Children subject to Family Law & Intervention Orders*
- DFE Early Years System
- Crisis Care on 131611 (operation hours 4pm – 9am Monday to Friday, 24hrs a day Saturday, Sunday and public holidays)
- Child Abuse Report line on 131478 (operation hours 9am – 4pm weekdays)
- Families SA, Port Pirie office, on 1800 804 550 (freecall) or 8638 4311
- Balaklava Police station on 88621444

Policy last reviewed: Term 1 2021

Policy review due: Term 1 2021

Approval Signature: