

Delivery and Collection of Children Policy and Procedure

Introduction

The Safety and wellbeing of the children in our care is our highest priority with documented attendance, arrival, and collection records being critical to ensure the safety of children.

This policy outlines the requirements for children's services programs under the Education and Care Services National Regulations and includes procedures for:

- The authorised delivery and collection of children.
- When a child arrives to the children's service unaccompanied or in the company of a person under the age of 18 years:
- The collection of a child by a person other than parent/guardian.
- The attempted collection of a child by an unauthorised person.
- The non-collection of children.
- The collection of a child by an adult who may be at risk of harming the child.
- Parental Orders.

Policy

The enrolled child can only leave the children's services premises if the child:

- Is given into the care of:
 - a parent of the child; or
 - an authorised nominee named in the child's enrolment record; or
 - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- Is taken on an excursion in accordance with the Excursion Policy; or
- Is 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.

Definitions

Term	Definition
Authorised person:	A person who is authorised by a parent/legal guardian of the child to collect the child from the service.
Unauthorised person	A person who is not authorised by a parent/legal guardian of the child to collect the child from the service.

Eligibility

This policy applies to all Learning Links staff. The term staff includes volunteers and students.

Responsible

Responsibilities for the policy are:

Person	Responsible for:
Approved Provider and Nominated Supervisor	Must ensure that a child under our care does not leave the service premises except in accordance with the policy and procedure identified in this policy.
Nominated Supervisor	Provide enrolled families with information from this policy and procedure.
Children's services staff	Must follow this policy and procedures to ensure a child being educated and cared for by Learning Links' does not leave the premises except in accordance with the procedure defined in this policy.

Related documents

Relevant legislation	<ul style="list-style-type: none"> Education and Care Services National Regulations 2011 Education and Care Services National Law Act 2010 Children and Young Persons (Care and Protection) Act 1998
Links to National Quality Standard	<p>Quality Area 2: Children's Health and Safety</p> <ul style="list-style-type: none"> Reasonable steps are taken to identify and manage risks, and everyday reasonable precaution is taken to protect children from harm and hazards <p>Quality Area 7: Leadership and Service management</p> <ul style="list-style-type: none"> Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly
Early Years Learning Framework	Children feel, safe, secure and supported. Being, Becoming, Belonging, The Early Years Learning Framework for Australia (2009)
Key resources	Australian Children's Education and Care Quality Authority (ACECQA): www.acecqa.gov.au Education and Care Services National Regulations 2011

Procedure for the arrival and departure of a child from our children's service

Follow the steps below for the arrival and departure of a child from our children's service:

Step	Action
1	Upon arrival and departure of each child staff must be certain, by verification of the adult's identity, that the child has been brought by, or is leaving with, their parent/legal guardian or authorised person.
2	Where a person unfamiliar to staff arrives to collect a child from the service, staff will request proof of identity (e.g. Driver's License) and match the identity details to those authorised in the enrolment record before allowing the child to leave the premises with that person.
3	Authorised persons must ensure that when a child arrives a member of staff receives the child.
4	Authorised persons who bring/collect a child to the service must record the time of the child's arrival/departure on the premises and sign the record.
5	If an authorised person does not record the delivery/departure of a child, staff will initial and document the time that the child was delivered/departed and highlight the space where the required signature should be.
6	The authorised person will close the gate directly behind them when arriving at or leaving the premises allowing only the child they are delivering or collecting to enter or exit through the gate.
7	On collection of a child by an authorised person the child will be supervised by that person whilst on the premises of the children's service once that child has been signed out.

Procedure for when a child arrives unaccompanied or in the company of a person under the age of 18

Follow the steps below when a child arrives to our service unaccompanied or in the company of a person under the age of 18:

Step	Action
1	The Nominated Supervisor (or delegate) will notify the parents/legal guardians, as soon as possible, of the Delivery and Collection of Children Policy and advise that alternative arrangements must be made that comply with this policy.
2	In exceptional circumstances the Nominated Supervisor may give permission for alternate arrangements to be made as per the family's request where an adult is not picking up the child. Proposed arrangements will be put in writing by the child's parent/legal guardian. The Nominated Supervisor will consider the request and communicate the decision to the family.

Procedure for arranging the collection of a child by a person other than parent/guardian

Follow the steps below when arranging the collection of a child by a person other than parent/guardian.

Step	Action
1	The parent/legal guardian must advise the preschool of the name, telephone number, address and relationship to the child of the person who will be collecting their child in advance of the child being collected.
2	This must be documented by the parent or staff member in writing e.g. directly on the child's Enrolment Form, by email or the family may choose to use the specific form. Staff will add these details to the child's enrolment record.

Procedure for attempted collection by unauthorised person

Follow the steps below if there is an attempted collection of a child by an unauthorised person

In the instance of someone other than a custodial parent/legal guardian/authorised person arrives at the children's service to take a child home, and we have not been notified of this arrangement (e.g. by the parent in writing or updated court orders), the following procedure will be followed by staff before the child will be permitted to leave with that person regardless of who the person is.:

Step	Action
1	You will explain to the person the reasons why you cannot allow the child to leave with them, i.e. Learning Links' policy for the care and protection of all children.
2	You will make every effort to contact the child's parent/guardian: a) To confirm the arrangement is legitimate and to ascertain that the adult is the proper person to take the child from the Preschool; <u>or</u> b) arrange for an alternate authorised person to come and pick up the child.
3	Where the parent/guardian is unable to be contacted, telephone the emergency contacts of the child (as listed on the child's enrolment form) to ascertain where the parents may be contacted.
4	If you are unsuccessful with the above steps, two (2) members of staff must remain with the child, at the service, until satisfactory arrangements have been made and the conditions of this procedure have been met.

5	<p>Where an illegal access attempt is made by an unauthorised person staff will attempt to isolate that person from the child/children. Under no circumstances should staff jeopardise their own safety or the safety of others in this situation.</p> <p>Where an unauthorised person continues to attempt to collect the child immediately contact:</p> <ul style="list-style-type: none"> • the police to report the child being taken from the service. • the child’s parent/legal guardian.
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Procedure when a child is not collected from the children’s service at service closing time.

Follow the steps below when when the children’s service is finished for the day and a child still remains uncollected the following procedure must be followed:

Step	Action
1	Staff will contact the parents/legal guardians by telephone and then other people authorised by the parents to collect the child.
2	If staff are unsuccessful contacting parents/legal guardians or authorised persons two staff members will remain at the children’s service for 60 minutes following closure time. During this time staff will make further attempts to telephone parents/legal guardians and authorised persons including emergency contacts to collect the child.
3	Where all avenues to contact parents/legal guardians, authorised persons and emergency contacts have been to no avail, the Nominated Supervisor will be notified and staff will contact the Community Services Child Protection HELPLINE 132 111 (or for mandatory reporters 133627) and give details of the child’s situation. Community Services’ staff are authorised to receive and collect children from the service. An agreement will be reached at this time regarding transport of the child. Learning Links’ staff are not authorised to transport children in their own cars.
4	If Community Services staff are unavailable to assist, staff will contact police.
5	<p>Staff will give their contact names and numbers to Community Services or Police officers and ask to be kept informed. Staff will obtain the names, position and contact numbers of the Community Services/Police personnel who take the uncollected child into their care.</p> <p>Once the child has been given into the care of the Community Services/Police officers they become responsible for contacting the uncollected child’s parents.</p> <p>A sign will be left at the service entry for the parents/legal guardian to contact the Nominated Supervisor.</p> <p>At this stage the children’s services staff may go off duty/home. The child will be suitably cared for by Community Services/Police officers, or a foster placement arranged by the officers, until the parents are contacted.</p>

Procedure where a child is collected by a person at risk of harming the child.

Collection of a child by an adult who may be at risk of harming the child

When children are leaving the service staff have a duty of care to ensure the child is going into the supervision of an authorised person who is able to supervise and care for the child appropriately.

Step	Action
1	Where a parent/legal guardian or authorised person arrives at the service obviously affected by alcohol/drugs and staff consider that the child could be at risk, depending on the situation, staff may suggest that

	it could be unadvisable to drive and offer to call someone to assist that person. If the person does not follow the staff member's suggestion and staff remain concerned, then staff will notify the Nominated Supervisor (or Responsible Person).
2	If the parent/legal guardian or authorised person at risk of harming the child leaves the service with the child staff will attempt to record the vehicle number plate and ring the police to advise that he/she may be driving under the influence of a substance and that the child could be at risk.

Procedure for Parental Orders

Parental Orders

When Learning Links is notified by the person with parental responsibility that court orders or parenting plans apply to their enrolled child the Nominated Supervisor (or delegate) will ensure that the following procedures below are followed:

Step	Action
1	The parents/persons with parental responsibility will: <ul style="list-style-type: none"> Produce <u>original</u> court orders regarding residence of and details of restrictions of contact with children e.g. restraining orders, custody papers, parenting plan either prior to the child's commencement in the program or as the parental orders are made; and Supply a photograph of person/s named in court order (if possible).
2	If residence or restriction of contact orders apply, then the Nominated Supervisor or delegate of the children's service will: <ul style="list-style-type: none"> Interview the parent or person who has parental responsibility during the child's program attendance days; Ascertain relevant history, especially in relation to violent incidents by restrained party and any previous 'Apprehended Violence Orders' issued; Keep a dated copy and amendments of court orders and parenting plans on the child's file; and Ensure staff working with the child and any other relevant Learning Links staff are aware of the procedures and relevant safety issues for such families.
3	Should the situation warrant it, the Nominated Supervisor will recommend to the person with parental responsibility that the 'Apprehended Violence Order' be amended to include restriction of the restrained party from approaching the relevant Learning Links site e.g. within 1 km radius.
4	The Nominated Supervisor should also recommend to the custodial parent that the courts orders include detail regarding the restricted parent's access to the child whilst attending the children's service.
5	Children's services staff will: <ul style="list-style-type: none"> Ensure they are conversant with any court orders held; and Ensure that access allowed is in accordance with court orders or parenting plans held. Document an emergency action plan to be followed in the case of a non-custodial parent attempting access to the child whilst in the children's service where this is not allowed according to the court orders in our possession. The plan will include a photograph of the non-custodial parent (wherever possible), contact details of the custodial parent and clear steps for staff to follow during an illegal access attempt. A copy of this plan will be kept discretely near a telephone.

If court orders or parenting plans are not held, requests for access cannot be denied to any parent as long as there are no current concerns that the child is at risk of harm.

**Document
control**

This table outlines the control details for this document.

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