
Purpose

Children have the right to experience quality care in an environment which provides for their health and safety. The Education and Care Services National Law Act 2010 requires that the Nominated Supervisor take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorized persons is a key aspect of children's safety.

Procedures

Before care

Parents/carers are required to sign in their child on arrival. The child must be present and on-site when signed in. Educators will sign the children out 15 minutes before the school bell. Educators will escort the children in Grades Prep to 2 to the Brooke Street site where a school staff member is on yard duty.

After care

Educators will attend the Brooke Street site to collect the children in Grades Prep to 2 who are booked in to After school care. Educators will attend 15 minutes before the school bell in order to receive the Grade Prep children directly from their teachers. Students will be marked off the After school care roll before they are taken to the Clarke Street site for after school care. If there are any children who are on the After school care roll, but who have been collected by another person, an Educator will speak with the child's teacher or parent/carer to obtain a signature on the roll with an explanation as to who collected the child. Where the teacher is unable to provide this information, enquiries will be made by the Nominated Supervisor immediately of the educators delivering the children to the Clarke Street site.

Educators will sign the child in. Parents/carers are required to sign out their child on departure.

In the case of an emergency the daily attendance record is vital information. Daily attendance records are also required for Child Care Subsidy purposes and are used to verify attendance. Children can only be collected and signed out by an authorised person nominated on the child's enrolment, unless otherwise notified in writing.

Late Pick up

A late fee will be charged to parents/carers who arrive after 6.00pm. This is to be a separate payment which will be added as a miscellaneous charge to their invoice. It is a requirement that two educators remain with a child whose parents/carers are late collecting them, unless circumstances do not allow for two educators to remain (as set out below).

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Arrival at the service

- On arrival at the service families (before school care) or children (after school care) must report directly to an Educator to signal their arrival at the service.
- Educators will welcome families and children on arrival and seek to engage them in the day's planned activities.
- Any personal items must be put inside the child's bag, which should be stored or hung up in the nominated area.
- Any medications must be given directly to the Supervisor who will check whether the family has completed an Authority to Administer or Self Administer Medication Form and then store the medication in the appropriate place.
- Educators and families or children may need to exchange information at this time in preparation for arriving at or departing from the service. If this exchange of information involves discussions about private or personal details, the discussion will take place in a private area.

Attendance record

- Accurate attendance records will be kept and checked each day.
- The enrolling parent/carer who brings the child to the service or collects the child from the service must sign in or out the child on the provided iPads.
- When a child arrives at the service unaccompanied by the parent (e.g. where a child is collected after attending school) Educators will record the arrival or departure digitally. The parent/carer will later sign the child out on pickup.

Authorisation for collecting children

- The names and contact numbers of all persons authorised to collect children from the service must be included on the child's enrolment. Any changes to these authorities must be made against the child's enrolment, via My Family Lounge, as soon as possible.
- If the enrolling parent/carer arranges for an authorised person to collect their child from the service, they must update the child's enrolment online and notify the service of that change as soon as possible.

Delivery and Collection of Children

- If the service has not been notified and someone other than the enrolling parent/carer arrives to collect the child the Nominated Supervisor/Educator will contact the enrolling parent/carer to obtain their authorisation which will be in writing wherever possible. The child will not be released until the enrolling parent/carer's authorisation has been obtained. If the person collecting the child is not known to the service, they will also be required to provide proof of their identity.

Late Collection

- The service's hours of opening are clearly displayed at the entry to the service.
- Parents/carers who are unavoidably detained and are unable to collect their child by 5.50 p.m. must telephone the service to advise of their lateness and expected time of arrival. If a parent/carer is unable to collect their child prior to closing time they

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should arrange for another authorised adult to collect the child and advise the service of this arrangement. This advice should be in writing if at all possible.

- Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees.
- If the parent/carer has not contacted the service and the child has not been collected 10 minutes after the negotiated collection time, the service will attempt to telephone the parent/carer or, if this is not possible, will attempt to telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.
- If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time educators will follow the Procedure for Late Collection.
- When a parent/guardian is continually and regularly late arriving at the service to collect their child, the Nominated Supervisor will discuss other child care options with the family.

Procedure for Late Collection

- If a child has not been collected 30 minutes after closing time, and the parents/carers of the child, nor other emergency contact person has been able to be contacted, the supervisor present will contact:
 - the Nominated Supervisor, and
 - relevant child protection agency and/or regulatory authority to advise them of the situation and consult on what action to take.
- The service will develop a Late Collection Action Plan (Appendix One) which should include:
 - Time lines and triggers for ongoing communication between the service and the nominated supervisor/child protection agency/regulatory authority, i.e. after an agreed period of time, or when something happens to change the situation (i.e. parent/guardian arrives).
 - Whether the service should contact the police.
 - What actions the Nominated Supervisor/child protection agency/regulatory authority will take.
 - The service's availability to continue to care for the child, i.e. the length of time Educators are available to stay at the service, concerns regarding the security of the premises after hours etc.

Delivery and Collection of Children

- In the interests of protecting educators from allegations of abuse, two adults will remain at the service with the child.
- If the Educators present are unable to remain at the service to care for the child, the Nominated Supervisor will follow the service's action plan for staffing late collections, that will ensure the wellbeing of the child. This could include any of the following:
 - Educators who have agreed to make themselves available will be contacted and asked to relieve a present educator as soon as they are able.

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- The child protection agency/regulatory authority will be contacted as agreed in the Late Collection Action Plan, to provide on-going updates of the situation as it evolves.
- Educators will care for the child's needs (i.e. provide a snack or evening meal) and reassure the child if he/she is anxious, provide the child with some fun games or activities and, if appropriate, settle the child down to sleep (young children).
- When the parent/carer or emergency contact person arrives to collect the child they will be required to sign out the child digitally and confirm their understanding that a late fee will be charged.
- Educators will advise the child protection agency/regulatory authority/police (if contacted), and the Nominated Supervisor that the child has been collected.

Ongoing Strategies

- The policy on delivery and collection of children will be highlighted to parents at the time of enrolment, and provided online via the school website.
- The service will ask families to update their own, and their emergency contact numbers as they change. A system of regular reminders will be implemented through the service newsletter, notices in the entry area, a reminder on the family's fee receipts, a letter to parents, or other means.
- Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours, if the family does not have relatives or friends on hand to assist.
- Families are required to plan their day in order to ensure they are at the service prior to closing time. Educators may need time to give parents/guardians information about their child's day. Educators also have evening commitments they wish to fulfil.
- The policy will be reviewed regularly with Educators, and agreement reached as to how the staffing of late collections will be managed. Management understands that an Educator's personal situation may limit their ability to remain at the service after hours, and will not impose pressure on Educators to unwillingly take on these extra duties. Any extra hours worked by employees will be paid in fifteen minute increments.

Related documents and attachments

- Education and Care Services National Regulations 2011
- National Quality Framework
- DEEWR Child Care Service Handbook 2011 – 2012;
Retrieved 20 March 2011, from www.deewr.gov.au
- Late Collection Action Plan

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