Title	**Delivery and Collection of Children**
Related Documentation	Acceptance and Refusal of Authorisations Authority to Release Transportation Procedure Late Collection of Child – various Non-Notification of Child Absence (After School care) Excursion and/or Transport Risk Assessment Form Excursions (Long Day Care and Outside School Hours Care) OSHC Bus Breakdown Procedure Transportation Authorisation Authorisation for Regular Outings (Routine Excursion Forms) Excursion and/or Transport Risk Assessment Excursion Checklist Authorisation for Excursion Form – Centre Routine Excursion Form Enrolment Form Education and Care Services School Holiday Enrolment Information and Booking Form Transportation Attendance Record New South Wales Child Safe Standards The United Nations Convention on the Right of the Child (1990) Child Protection Policy Child Protection Procedure - Responding to and Reporting Risk of Abuse and Neglect (Education and Care Services) Child health and Wellbeing Notes
Relevant Legislation	Education and Care National Regulations Education and Care National Law Childrens and Young Persons (Care and Protection) Act 1998 (the Care Act) Childrens Guardian Act 2019
Responsible Officer	Manager Education and Care Services

Uncontrolled when printed.

Definitions

ESI – Electronic Sign In
PIN – Personal Identification Number

Objectives

To ensure children are delivered to and collected from the Education and Care Services in accordance with the Education and Care Services National Regulations.

Training and Competence

Council is committed to staff receiving training relevant to the tasks/activities undertaken in this procedure. Training requirements will be reviewed at least annually as part of the performance appraisal program and recorded in Kiosk. All training will be evaluated to ensure continuous improvement.

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Competence of employees, including any contractors, labour hire employees or volunteers, will be assessed prior to their being expected to carry out the tasks associated with this procedure.

Records Management

All records related to this procedure are to be stored in accordance with Council's Records Management Policy.

Review and Evaluation

To maintain relevance and currency, this procedure will be reviewed on a two-yearly basis or as required due to changes in relevant legislation and codes of practice or changes to systems and processes.

The procedure will also be evaluated in consultation with employees at appropriately identified intervals to evaluate its effectiveness.

Regular review and evaluation is an opportunity to determine whether the procedure is fit for purpose and reflective of operational practice, and provide an opportunity to implement corrective measures or amend the procedure if required.

Procedure

Delivery of Children:-

1. All children must be electronically signed into the service upon arrival.

The ESI system is linked directly to the mobile phone numbers of authorised persons nominated in the child's enrolment record. Authorised persons must use their own phone number and PIN as a record of who has delivered the child to the service. PINs should never be shared with other family members/contacts as each individual must use their own unique login to sign a child into the service.

2. If a family cannot sign their child in using ESI, an educator may sign in on their behalf.

The educator must ensure that the time saved in the ESI system is the exact time that the child was delivered to the service.

OSHC only - educators may sign children into the service if they are delivering them directly from school (i.e. when their family/contacts are not delivering them to the service).

3. Families are to leave their child with an educator.

4. Families and educators are to exchange information about the child that may impact on their day, such as the administration of medication, how they slept etc.

5. Educators are to encourage families to say goodbye to their child.

6. If a child is absent, an educator must mark them as absent electronically. The Administration Team can mark a child absent if they are notified ahead of time by the family.

7. Educators must review the children signed in throughout the day to check that all children in attendance have been signed in and all absences are recorded electronically.

8. If a family member or emergency contact requires a new PIN, the parent or educator can contact the Administration Team with this request.

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Collection of Children :-

1. No child is allowed to depart from the service without written authorisation from the child's parent or authorised nominee named on the enrolment form.

Note: In this section, a 'parent' does not include a parent who is prohibited by court order from having contact with or collecting their child from the service.

2. Parents can give permission for other people (known as emergency contacts) to collect their child from the service. At least one emergency contact is required for each child enrolled. Emergency contacts must be 16 years of age or over.

3. If there are any changes to collection arrangements, permission must be provided in writing, preferably on an <u>Authority to Release</u> form. This form needs to be signed by the parent – verbal permission will not be accepted. The educator accepting the information should note any authorised changes to collection arrangements in the communication diary.

4. All children must be electronically signed out when being collected from the service.

The ESI system is linked directly to the mobile phone numbers of authorised persons nominated in the child's enrolment record. Authorised persons must use their own phone number and PIN as a record of who has collected the child from the service. PINs should never be shared with other family members/contacts as each individual must use their own unique login to sign a child out of the service.

5. If a family cannot sign their child out using ESI, an educator may sign out on their behalf.

The educator must ensure that the time saved in the ESI system is the exact time that the child was collected from the service.

OSHC only - educators may sign children out of the service if they are delivering them directly to school (i.e. when their family/contacts are not collecting them from the service).

6. Educators must check that all children have been signed out of the service before the service closes.

If a family has forgotten to sign their child out of the service, the educator must confirm that an authorised person did collect the child that day. The educator may sign the child out on their behalf and ensure that the time saved in the ESI system is the exact time that the child was collected from the service. If the time the child was collected is not known, then no time should be recorded. Any sign in/out times that need to be adjusted or removed should be sent to the Administration Team by the end of each week.

7. Educators should remind parents to check and update their contact details at least twice a year.

8. Permission to leave the service for urgent medical care and other emergencies (such as a fire) will be authorised in the child's enrolment record.

9. Permission for excursions will be obtained in writing by following the <u>Excursions</u> procedure.

Unknown/Unauthorised Persons

If an unknown person wishes to collect a child, educators must confirm either:

-   That the service has been notified of a change of collection arrangements by the parent, or
-   That the service is unaware of the change in collection arrangement.

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If the service has been notified of the change in collection arrangements, educators must:

1. Confirm the photo identification of the person collecting the child with the information that was provided by the parent.

2. Complete the Educator Declaration section of the authority to release form and have the 'authorised' person sign the form.

3. Contact a Coordinator of Education and Care Services at Council if they have any doubts or reservations. If unsure, refuse unidentified person permission to remove the child from care.

If the service <u>has not</u> been previously informed of the collection arrangement, then educators must:

1. Confirm the arrangement with the parent by phone. The parent must provide the full name and address of the person collecting the children.

2. The parent must confirm the arrangement in writing preferably by completing an <u>Authority to Release</u> form, however an email from the parent will also be accepted. In extreme circumstances, a Coordinator may authorise for a text message to be accepted as written permission.

3. If written permission is not obtained for an unauthorised person to collect the child from the service (e.g. the parent is not answering their phone), educators should sensitively inform the person and ask if there is anyone else who can collect the child. Educators should continue attempts to contact the parent to see if there is anyone else available to collect the child.

Adults Who Appear Unfit to Collect Children

If an educator believes any adult who arrives to collect a child from care is deemed unfit i.e. under the influence of drugs or alcohol, the educator should use his/her best endeavours to ensure the safety of the child by delaying the adult and the child from leaving the service.

1. Phone the police immediately to inform them of the situation and the possible route they will take home.

2. Contact the child protection helpline on 132 111.

3. Contact their Supervisor and Coordinator and/or Manager of Education and Care Services.

4. Complete appropriate file notes to record the event.

Uncollected Children

If children are not collected by the time the services closes, educators must try to contact the family or emergency contact. (All emergency contacts must be tried.) If no contact has been made within 30 minutes of the service closing, educators must contact:

1. A Coordinator or Manager, Education and Care Services on their mobile phone.

2. Child protection helpline on 132 111.

3. Police at Campbelltown on 4620 1199. They may not be able to collect the child immediately, but they will be able to assess the case and advise educators what to do.

4. If a child is not collected, two staff members must stay with them at the service. If an educator has to leave, contact a Coordinator of Education and Care Services so that they can arrange for a replacement educator to attend the service.

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5. Families should be informed that late fees will be charged if children are picked up late and reminded to contact the service if they are going to be late collecting their children.

6. Any family who is late collecting their child will be issued with the relevant Late Collection of Child letter by the Responsible Person on duty. A copy of this letter will be sent to the Administration Team so any relevant late collection fees can be applied their account and a copy saved to their child's file in Council Record Management System.

Runaway children: –

1. If a child is upset and tries to leave the service, the educator should try to calm the child. If the child becomes too upset, the Educator will decide whether the child's parents/guardian need to be contacted.
2. If the child actually leaves the service and/or educator's care, ensure that the other children are safely supervised. Do not leave other children unattended.
3. Contact the Senior Leadership team immediately to advise and gain guidance and support
4. For Family Day Care Educators contact the Family Day Care Coordination Unit, if after hours make contact on the after-hours emergency number immediately to advise and gain guidance and feedback.

Children who arrive unsupervised at the service

If children who are not enrolled at the service, or who attend the service on another day, arrive at the service or are close to the service, you must:

1. Assess the child's needs, for example is the child injured or in danger?
2. Contact the child's family immediately.
3. If you are unable to contact the family, you should notify the Coordination unit or the after hours emergency number (applicable to Family Day Care Educators) and they may advise you to contact Department of Education or the Police.
4. Educators must make sure that the unsupervised child is safe. This may mean giving them food and drink, taking them to the toilet, and supervise the child until the parent or Family Day Care coordination unit staff arrives.
5. Educators must prepare a written report for the Coordination unit detailing any action taken. This report will also help Department of Education follow up the case.

Collection of Children from School

It is not possible to give procedures for every type of emergency that may occur while educators are collecting children from school. In the event of a difficult situation arising, staff should use their discretion, ensuring above all that the children are safe, that they contact families if necessary and that they communicate with the Nominated Supervisor or Coordinator of Education and Care Services.

When educators collect children from school they must:

1. Wear a hi-vis safety vest (not applicable to Family Day care educators).

2. Organise a suitable consistent collection point so as the children know where to meet OSHC educator.

3. Ensure all children who are booked to attend on that particular day are present by signing them in. If children are absent from the group, then staff should implement Council's Non-Notification of Absence Procedure (After School Care).

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End of procedure

This procedure is required under the Education and Care Services National Regulations and should not be edited or rescinded without permission from the Education and Care Services Senior Leadership Team.

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