



Delivery & Collection of Children

Approval: March 2023

Review: March 2025

POLICY STATEMENT:

Bondi Before & After School Care will ensure that children arrive and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
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.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

84	Awareness of child protection law
99	Children leaving the education and care service premises
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority

177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day to day charge and nominated supervisors to have child protection training

RELATED POLICIES & DOCUMENTATION

Acceptance and Refusal of Authorisations Communication with Families Child Protection Confidentiality Dealing with Medical Conditions & Administration of medication Dealing with Infectious Diseases Emergency and Evacuation Enrolment and Orientation Excursions Incident Injury Illness and Trauma Nutrition and Food Safety Providing a Child Safe Environment Staffing	<ul style="list-style-type: none"> 📄 Educators Handbook.Editable (2).pdf 📄 2020 Family Handbook.pdf 📄 Volunteers Handbook.pdf
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PROCEDURES:

(a) Delivery of Children:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must sign in with their phone number and personal pin code on the QK Kiosk electronic sign-in/out system. This will automatically record the person who is collecting the child & the time of collection.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.

(b) Collection of Children:

- Children must be collected by 6pm, the closing time of the service.
- Families who collect children after 6pm will be charged a 'Late Collection' fee of \$20 per 15 minute block to cover staff overtime rates.
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. Families will ensure their collection list is kept current, and updated on a regular basis, through the My Family Lounge app, the online enrolment form or by emailing the BASC Admin Team.
- The authorised nominee who is collecting a child must sign out with their phone number and personal pin code on the QK Kiosk electronic sign-in. which will automatically record the person who is collecting the child & the time of collection.

- Written authorisation must be given if children have permission to leave the service themselves. In this case, an Educator would ensure they have checked the child has permission on the authorisation list, have a safety discussion with the child and sign the child out of the service.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. Educators will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.
- Educators will only release children to persons in a fit and proper state. If a person is deemed unfit on arrival at the service, for the child's safety, an alternate authorised pick up will be contacted to collect the child.

(c) Absent and Missing Children:

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the Family Handbook.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - Ask the other children for their knowledge of where the child might be.
 - The Director or Senior staff will immediately SMS parents and guardians of the child.
 - If the parents / guardians do not respond an educator will contact the school office and ask for information regarding the child's attendance at school.
 - If the child was absent from school, continue to SMS and call the child's authorised nominees to ensure the child's safety and remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, The Director or Senior Educators will ask the school office staff for assistance in making an announcement over the PA system and contacting the child's class teacher.
 - At this stage the The Director or Senior Educator will work in partnership with & support the school staff as they initiate their missing child procedure, where school staff search the school grounds while BASC educators maintain supervision of the children during this process
 - During the search the Director or Senior Educator will;
 - continue to call the authorised nominees on the contact list until contact has been made.
 - continue to call the child's authorised nominees to gain further information.
 - maintain contact with the authorised nominees until the child has been located.
 - If the child is still unable to be located, the police will be contacted

- The Director will continue to follow up on any leads regarding children going to a friend's home or extra curricular activity, check common places in the local area and continue to keep in contact with the police and school during this time.
- Once the child has been located an evaluation of the incident will occur.
- The Director will notify ACECQA within 24 hours of the incident occurring.

(d) Acknowledgement of Children's Arrival:


- Educators will acknowledge children's arrival at the service during Before, After and Vacation Care by greeting the child and their family and recording the child's name and arrival time at the service through the Qk Kiosk sign in/out system.

SOURCE

- Australian Children's Education & Care Quality Authority. (2014).
- Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia.* (2009)
- Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC)*
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law Act 2010. (Amended 2018).
- [Education and Care Services National Regulations.](#) (2011)
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Framework. (2018). (Amended 2020).
- National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services.* (5th Ed.).
- Revised National Quality Standard. (2018).
- Safe Work Australia (2020)

REVIEW

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
March 2018	<ul style="list-style-type: none"> ● Parent Committee No Changes 	March 2020
March 2020		August 2022
July 2021	<ul style="list-style-type: none"> ● Reformatted to add Regulations and Quality Areas ● Additional sources added ● Additional Related Policy & documents added ● Added Policy Reviewed table 	August 2022

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