



# DELIVERY & COLLECTION OF CHILDREN POLICY

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## POLICY RATIONALE

TeamKids is committed to meet the care needs of parents and children in the community. For the wellbeing and safety of all children, the service has developed procedures to ensure the safe release of children to and from the service.

### Hours of Operation

- The service operates at various hours on a Monday to Friday, depending on the individual service, during school holiday periods, with the exception of Public Holidays.
- Before and After School Care Services hours of operation, will vary, to meet the needs of the school community.
- Hours of operation may be reviewed in relation to community need and available resources.

## PROCEDURES

### Collection of Children

- All children will be signed in and out either electronically or by written signature by an authorised person/s, with the time delivered and collected record each day. Educators are also permitted to sign children in or out of the program if a parent/guardian/authorised person, is unable to. The parent/guardian will then be asked to co-sign this on their next booked day of attendance.
- Authorised persons include parents/guardians (except where a parent/guardian is prohibited by court order, from having contact with the child), nominees named in the enrolment or booking form and any person nominated by a parent/guardian or authorised nominee named on enrolment form or where written consent has been received. (Nominees authorized to collect must be 16 years of age or above and able to supply identification on collection) Children may also be released into the care of a person because of an emergency or when the child requires medical, hospital or ambulance care (R99, R161)
- It is the responsibility of parents/guardians to complete their child/ren's enrolment or booking form to ensure that the appropriately authorised nominees, who may collect their child/ren are listed accordingly on the enrolment form.
- It is the responsibility of parents/guardians to ensure that the service is made aware of any court orders or parenting orders that are in place in regards to contact with the child. When these orders exist, the service will not be able to honour the booking, unless court orders or parenting orders are received prior to the child's attendance.
- Educators will refer to the current enrolment management system in relation to who is authorised to collect a child and will request photo ID for those persons that educators have not met before, before children being permitted to leave the program.
- Educators cannot release a child to a person who is not listed as an authorised person or nominee on the child's enrolment record. If an unauthorised person arrives to collect a child from a program, educators will contact the child's parent/guardian immediately.
- Children will not be released to any person visibly affected by drugs/alcohol.
- TeamKids duty of care for the children begins when the child enters the premises and is signed in by the authorised person.
- TeamKids duty of care ends when the child is signed out by the authorised person.

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- No child will be permitted to travel home or to another activity alone unless written approval is received by an authorised person and a risk assessment has been completed. TeamKids does not recommend that children travel home alone and can at any time decline this request. These records will be kept in the child's individual file.
- Children will not be accepted into the service before the official opening hours.

## **If by the closing time of the service, a child has not been collected then:**

- After 5 minutes, educators will telephone parents/guardians.
- If contact cannot be made
- Immediately, a voicemail will be left, and a text message sent
- Within 10 minutes, educators will contact nominated emergency numbers to try to arrange collection of the child.
- If unsuccessful, educators will contact their Area Manager.
- After 30 minutes past the closing time, TeamKids Management will contact the relevant child protection/ safety unit within each state, including the Department of Health Human Services Child Protection (Victoria), Department of Family and Community Services (New South Wales), Department of Child Safety, Youth & Women - Child Safety Services (Queensland) for direction, if no contact has been made with parents/guardians/authorised persons.
- The Police may also be called at this time, to assist with contacting the parent/guardian.
- A staff member with all required qualifications will remain with the child at all times until the child has been collected.
- The parent/guardian will be charged a late fee of \$15 per 15 minutes, per family after closing time.
- In instances where a parent/guardian knows they will be late collecting the child, we request that the parent/guardian arrange an alternate pick up and contact the service to provide details.

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## Non-Arrival of Children to After School Care

- This procedure is to be implemented when a child booked into the After School Care and did not arrive at the service.
- When a child is enrolled and booked into the Service and does not arrive at the After School Care the following procedure and timelines will be followed:

### **Step 1** (5-10 mins after the school bell)

Contact the school office to enquire whether the child was at school on the day and/or went home sick.

If the child was not at school, proceed to step 3.

If the child was at school a PA Announcement (or alternative) is to be made asking the child/ren to immediately go to the OSHC Service.

### **Step 2** (Within 10 mins after the school bell)

An educator is to check with the child's classroom teacher and children on the whereabouts of the child.

A search of the school grounds is to commence for the child.

### **Step 3** (10-15 mins after the school bell)

If the child cannot be located on the school grounds or information has been provided that the child has left with an authorised person, the Person in charge is to contact the parent and/or guardian to inquire about the child's whereabouts.

A second announcement is to be made via the PA Announcement (or alternative).

### **Step 4** (15-20 minutes after the school bell)

If the parents/guardians cannot be contacted via phone and text, the emergency numbers listed on the enrolment form are to be contacted.

Check with the school office if there are alternate numbers for the parents/guardians.

Continue to contact the parents/guardians until contact is made and the child is located.

### **Step 5** (20-30 mins after the school bell)

The Person in charge is to contact their Area Manager and list, all steps taken. The Area Manager will review and direct the Person in charge to contact the police on 000.

\*All reportable incidents are required to be reported to the National Quality & Compliance Manager by the end of the session to ensure the DET are notified within 24 hours.

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## Removal or Attempted Removal of a Child by a Non-Authorised Person

A **non-authorized person** is a person where:

- Any person where a legal order prevents them from collecting the child/ren.
- Any persons who are unknown and/or cannot verify their identity.

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| <b>Step 1</b> | The educator in charge will politely inform the unauthorised person that they are not authorised to collect the child. The child's enrolling Parent/Guardian member will be contacted about the situation.   |
| <b>Step 2</b> | If the person persists and is still considered a non-authorized person, the TeamKids Line Manager will be contacted and briefed on the situation. The person will be offered the use of the telephone to discuss with TeamKids Manager and/or documentation to check policy/regulations. |
| <b>Step 3</b> | If the person is persistent, the TeamKids Manager, Director or another educator will contact the police.   |
| <b>Step 4</b> | Staff will take all reasonable measures to prevent the child from being taken from the Service and will also use delaying tactics to allow the police more time to arrive. The safety of children and staff is paramount in such a situation.  |
| <b>Step 5</b> | If staff are unable to prevent the child from being taken, a staff member will, if possible, accompany the child to the car and note the make, model and registration of the car, a description of the person including their clothing, and a description of the child's clothing.       |
| <b>Step 6</b> | Staff will immediately contact the police again as well as the child's Parents/Guardians, the regulatory authority for child safety reporting (if they are already involved, i.e. custody arrangement) and the Operations Manager (if they have not previously been contacted).          |
| <b>Step 7</b> | The incident will be documented and forwarded to TeamKids management.  |

## CONTACT NUMBERS

Contact numbers for the relevant Child Protection Services are:

- Child Protection After Hours Service (Victoria): **13 12 78**
- Child Protection Hotline (New South Wales): **13 21 11**
- Child Safety Services (Queensland): **1800 177 135**
- Police: **000**

# DELIVERY AND COLLECTION OF CHILDREN POLICY

## REFERENCES:

ACECQA National Quality Framework Resource Kit (2012)

Quality Area 2 – Children’s health and safety

Quality Area 6 – Collaborative partnerships with families and communities

Education and Care Services National Regulations (2011), R 160, 161, 168, 99

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