



# DELIVERY AND COLLECTION OF CHILDREN POLICY



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## POLICY RATIONALE

TeamKids is committed to meet the needs of parents and children in the community. For all children's well-being and safety, the service has developed procedures to ensure the safe release of children to and from the service.

## POLICY PROCEDURES

### HOURS OF OPERATION

The service operates at various hours on a Monday to Friday, depending on the individual service, during school holiday periods, except for Public Holidays.

Before and After School Care Services hours of operation will vary to meet the school community's needs.

Hours of operation may be reviewed in relation to community needs and available resources.

### DUTY OF CARE

TeamKids duty of care for the children begins when the child enters the premises and is signed in by the authorised person. The duty of care ceases when the parent or authorised person signs the child out. TeamKids will not permit a child to sign themselves in or out of the service and may, at any time, decline this type of request from a parent/guardian. (See Refusal of Authorisation Policy)

### EDUCATORS ROLE

- 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 permitted to sign children in or out of the program if a parent/guardian/authorised person cannot, only in the case of emergency or during an arrangement surrounding an extra-curricular activity held at the school in which the service is located. The parent/guardian will then be asked to co-sign this on their next booked day of 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 children are 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 immediately contact the child's parent/guardian.

### CHILDREN

- Children will not be released to any person visibly affected by drugs/alcohol.
- Children will not be accepted into the service before the official opening hours.
- If a child is collected late (after the closing hours of the service) on more than one occasion, TeamKids educators/management may speak with the parent/guardian to remind them of the approved operating hours. Bookings may be cancelled/denied if the child is collected late after this discussion.

- Children will work with the educators to outline the process so that all children are clear on their movements to coming to after school care as soon as the school day ends.
- Children, where required, will meet with educators at a meeting point in the school and walk together into afterschool care.
- Children will be unable to sign themselves in or out of the service.
- Should a child not arrive after school care as expected, the non-arrival of children policy will be implemented.

## THE ENVIRONMENT

- It will be accessible to children to be able to enter freely and interact with educators.
- The service will ensure that the iPad is accessible to sign children in and out of the service.

## SCHOOL AND FAMILY/COMMUNITY

- Authorised persons include;
  - › Parents/Guardians (except where a parent/guardian is prohibited by court order from having contact with the child),
  - › Authorised Nominees named in the enrolment or booking form and;
  - › Any person nominated by a parent/guardian or authorised nominee named on the enrolment form or where written consent has been received.
  - › 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, R 161).
- 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 in place regarding contact with the child. When these orders exist, the service will not honour the booking unless the full court orders or parenting orders are received before the child's attendance. TeamKids cannot accept court/parenting orders where portions are removed, omitted or blacked out.

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**Information Sharing Policy No. PO-**

**Information Sharing Procedures No. PR-**