

POLICY: 2.4 DELIVERY AND COLLECTION

Procedure: 2.10 Delivery and Collection

It is the responsibility of staff, Educators and families to ensure the safe arrival and departure of children at the education and care setting and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and into care, and assures the completion of the required attendance records.

2.10.1 Linking to Policy

This procedural guidance should be read in conjunction with the service **2.4 Delivery and Collections Policy** and will assist the Approved Provider, Management, Staff (Nominated Supervisors, Coordinators and Administrative Staff members) Educators, Educator assistants and parents to implement the policy. The procedure covers:

[2.10.2 Signing In and Out](#)

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2.10.2 Signing In and Out

A parent (or the nominated authorised person) will sign their children in and out of care each day on an attendance record (timesheet).

If manual attendance records (timesheets) are used a parent/guardian or authorised person's signature is required.

If electronic timesheets are used, the parent or authorised person's pin is required each day and at the end of each week the parent/guardian signs or electronically verifies that the record is true and correct.

On arrival each day, the parent or nominated authorised person will **record and note the actual time** the child enters care.

On collection, parents will **record and note the actual time of collection.**

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If a school aged child travels to the Educator's residence by themselves i.e. walk, bike or bus, then the Service's permission form; Unaccompanied Child/Parent Agreement (for the child to enter care without a parent) must be filled in by the child's parent and a Risk Management form completed.

In the case of children whom the Educator collects from kindergarten, prep or school; or after school children who may walk or bus to the Educator's residence, the educator should act on behalf of the parent and verify the record of attendance for the parent by signing (entering a pin) the attendance record, **recording the actual time the child enters care.**

2.10.3 Arriving at, or leaving an Educator's residence

Parents will identify one or more authorised nominees on each child's enrolment form, who is able to deliver and collect their child from the Educator's residence.

No child will be permitted to leave the Educator's residence with an unauthorised adult or alone unless they have a completed Unaccompanied Child/Parent Agreement.

2.10.4 Leaving an Educator's home

A child may only leave the premises if the child is given into the care of:

- A parent of the child; or
- A person authorised by a parent or authorised nominee named in the child's enrolment record (*9.1 Enrolment and Orientation Policy*) to collect the child from the Educator's residence, or
- Leaves the Educator's residence in accordance with the written authorisation (*3.2 Excursions and Transporting Children Policy and associated procedures*) of the child's parent or authorised person named in the child's enrolment record, or
- The child requires medical, hospital or ambulance treatment, or there is another emergency. (*refer to 4.3 Serious Incident and Emergencies Policy*)
- Is taken on an excursion in accordance with the Education and Care Services National Regulations 2011 (*refer to 3.2 Excursions and Transporting Children Policy*)

In instances where no written authority has been received, the parent (following identification that it is the parent) may give permission to the coordination unit by telephone for an alternate person to collect the child, followed by documentation either by email or text message.

The parent must provide the name and description of any such person and proof of that person's identity will be required, before children will be released to their care.

A parent does not include a parent who is prohibited by a court order from having contact with the child.

2.10.5 Children Leaving without Permission

If a child leaves the Educator's residence for any reason without permission, the Educator will assess the situation immediately and will call, as soon as practicable, the Service, police and a parent.

Educators will not leave to pursue a child if doing so it will or may:

- Leave the other children in their care with insufficient supervision;
- Expose the Educator to an unacceptable risk of personal harm.

The Educator will as soon as possible and within 24 hours complete the Incident, Injury, Illness and Trauma form (*Refer to 2.1 Incident Injury illness & Trauma Policy*) and send to the Nominated Supervisor – *refer to 4.10 Serious Incident and Emergency Procedure for further guidance.*

The Nominated Supervisor is responsible for ensuring, within 24 hours, notification of the incident to the Regulatory Authority and Approved Provider.

The Nominated Supervisor will make an appointment with the Educator to discuss the circumstances around which the child was able to leave the home.

Consideration will be given to the risk management of the Educator's environment to ensure the event is not repeated in the future, including:

- What are the reasons behind the child absconding from the Educator's residence?
- What changes are required, identify materials, training or actions and by when?
- Who is responsible for each action?
- What information needs to be shared with families?
- Assessment of the strategies once all are in place – controls, the likelihood of this occurring and consequences.
- How and who will review the Risk Management Process

2.10.6 Permission for Children to Leave Unaccompanied

(refer to 4.3 Serious Incident and Emergencies Policy and 4.15 Missing Child Procedure for further guidance)

No child will be permitted to leave the Educator's residence unaccompanied e.g. to travel to and from school on their own; unless the parent/guardian provides written authorisation (*Unaccompanied Child/Parent Agreement Form*) and there is a Risk management form for this to occur.

2.10.7 Late Arrivals and Departures

The parent/guardian must notify the Educator if there is the likelihood that there will be a variation to the time of delivery/collection of the child e.g. consider the impact on the Educator's routine.

The Service expects that consideration will be shown to the Educator and late delivery or collection should occur only if this is unavoidable, with the Educator to be notified as soon as possible.

Where there is a late arrival of a child:

If children who regularly arrive after school without adult supervision have not arrived **within 15 minutes** of their booked arrival time:

- the Educator must contact the parent/guardian and coordinator;
- if parents are not contactable:
 - call the emergency contacts provided by the parent;
 - where these attempts fail then the police will be contacted.
- even if parents are contacted, it still may be necessary to contact police depending on the circumstances e.g. parents do not know the whereabouts of their child and the school has no other information.

Where there is a late departure of a child:

- if children have not been collected or parents/guardians have not made arrangements with the Educator for collection within half an hour of normal booked hours, parents will be contacted by the Educator.
- if parents are not contactable, attempts will be made to call the emergency contacts provided by the parent.
- in the event that there is no response from contact numbers or parents are unable to arrange collection, the Educator will contact the Service to seek advice.
- if no contact has been made with a parent within two hours of the regular departure time, advice will be sought from the Service.
- consideration will be given to calling the police and the Department of Child Safety, Youth and Women.
- in some instances e.g. circumstances where the current Educator is not available; children may need to be redirected or placed with an alternate Educator who can meet the extended hours of care required, or be cared for at the Service office, while waiting for a parent/guardian or authorised person to arrive and collect the children.

2.10.8 Late Fee

If variations to the agreed times of delivery or collection occur consistently:

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- the booking times should be altered after consultation between parents, Educators and the Service.
- Where the Educator is not able to provide alternate hours;
 - The parent/guardian will contact the Service Office to arrange an alternate Educator,
 - Educators may choose to charge a late fee if parents are late collecting their children. (Refer 10.4 Fees Policy & 10.9 Fees Procedure)

2.10.9 Exchange of Information at Arrivals and Departures

On delivery, parents will be encouraged to share information regarding their child (e.g. their health and developmental milestones) before coming into care with the educator.

On collection, the Educator will also provide information to parents regarding their child's day. Ensuring any discussion of sensitive issues will be conducted out of the hearing of children and with confidentiality as a priority.

Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	10/2020	Reviewed and separated from Policy

Related Documents

Policies

2.4 Delivery and Collections Policy

Procedures

3.3 Excursions Procedure

3.4 Transporting Children Procedure

10.9 Fees Procedure

Forms

Child Enrolment Form

Additional Child Details Form

Educational Assistant Transportation Permission Form

Unaccompanied Child/Parent Agreement

References

Refer to 2.4 Delivery and Collections Policy