

Delivery to and Collection of Children Policy

NQS

QA2	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
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National Regulations

Reg	99	Children leaving the education and care service premises
	158	Children's attendance records to be kept by approved provider

Aim

To ensure the safety and wellbeing of children at all times

Implementation

The nominated supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours (7:00am) as we are not licensed to accept children before this time.

Arrival:

- All children must be signed in by their parent or person who delivers the child to Bottleforest. If the parent or other person forgets to sign the children in an educator will sign the time that arrived using HubHello.
- An educator will greet and receive each child to ensure the child is cared for at all times.

Departure:

- All children must be signed out by an adult 18 years or older
- Children can only be collected by a parent, an authorised nominee named on their enrolment form, or a person authorised by a parent or authorised nominee to collect the child.
 - If this is the case we request that the person collecting the children from care brings proof of identification. Hub Hello has space for up too eight contacts to be added to your child's enrolment form, anyone collecting your child must be listed on the enrolment form. We also ask if the person picking up your child is not a regular you let us know either verbally or via email. Educators will sight the persons ID, cross check to the information on Hub Hello and take a photo on the service device of the person collecting the child's ID.
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises educators will:
 - Ensure the safety of all children and adults and implement lockdown procedures if required

- Ring the police on 000
- No child will be realised into the care of anyone not known to educators. Parents must give prior notice where
 - The person collecting the child is someone other than those mentioned of the enrolment form
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educator feel that the person is unfit to take responsibility of the child, educators will:
 - Discuss their concerns with the person
 - Suggest contacting another parent or authorised nominee to collect the child
 - Educator will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated person from collecting a child, but must consider their obligations under the relevant child protection laws.
- If a child has not been collected by the time we are due to close educators will:
 - Late fee of \$2 per minute will be charged
 - Attempt to contact the parents or other authorised nominees
 - Leave a voicemail or SMS on the parent's phone advising that we will wait up to 30minutes before ringing the police or child protection hotline
 - Wait for 30minutes and if the children has not been collected of the parent made contact call the police or child protection hotline.
 - At the end of each day educators will check the premises including outdoors and indoor to ensure no child remains on the premises

Court orders

Individual court orders will be followed at all times, if a individual whom is not allowed by law to collect a child, the service will commence lock down procedures and the police will be call on 000.

Educators can not prevent a parent from collecting their child from the service without a court order.

Absent days

If children are sick families must call and notify staff on the morning of their absence, if children have a planned absence (ie a holiday, planned surgery or an appointment that will cause the children to be late to care) families can either email or notify educators verbally of the duration of the absence.

Collection of children whom become unwell whilst at the service

When children become unwell, they will be required to be collected as soon as possible. Please ensure all contact details are up to date and provide as many ways to contact as possible (i.e your work phone number as well as personal mobile).

Educator's will attempt to contact the primary caregivers as a priority, should they not be able to get in contact with the child's primary caregivers within 30minutes they will start calling other contacts listed on the child's enrolment form.

Should the child not be able to be collected within the hour and Ambulance and the Child Protection Hotline will be notified.

In the event of an emergency and ambulance will be called and educators will go down the child's contact list until they reach someone.

Responsibility of educators

- To document any absences in the diary or on group conversation

Policy reviewed 24/1/2024