**Delivery to and Collection of Children Policy**

**NQS**

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

**National Regulations**

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| 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 (7:15am) 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 on the in and out sheet.
* 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 should not be allowed to draw on the sign in and out sheets as they are a legal document)
* 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.
* 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 id 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 the time we are due to close educators will:
	+ Late fee of $1 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.

**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.

If children have not arrived by their usual time educators will call to ensure the safety of the children.

Responsibility of educators

* To document any absences in the diary or on group conversation
* To call families if a child has not arrived at the service by usual time

**Policy reviewed 21/2/2019**