



Delivery and Collection of

Children Policy

POLICY RATIONALE:

Wonder Kidz 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.

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. Staff 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 and after receiving a signed copy by the (parent/Guardian) of the authorization for child collection form by the supervisor. (*Nominees authorized to collect must be 16 years of age or above and able to supply identification on collection - valid working with children check*), 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 regarding 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.
- staff 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, staff will contact the child's parent/guardian immediately.
- Children will not be released to any person visibly affected by drugs/alcohol.
- Wonder Kidz duty of care for the children begins when the child enters the premises and is signed in by the authorised person.
- Wonder Kidz duty of care ends when the child is signed out by the authorised person.

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

- After 15 minutes, staff will telephone parents/guardians.
- If contact cannot be made
- Immediately, a voicemail will be left, and a text message sent
- Within 15 minutes, staff will contact nominated emergency numbers to try to arrange collection of the child.
- If unsuccessful, staff will contact the Manager.
- After 45 minutes past the closing time, Wonder Kidz Management will contact the Department of Health Human Services Child Protection (Victoria) 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 will always remain with the child until the child has been collected.
- The parent/guardian will be charged a late fee for the time the child was cared for after closing time as per the enrolled ratio.
- 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.

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

A non-authorised 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.*
 - Step 1 The staff 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.
 - Step 2 If the person persists and is still considered a non-authorised person, Wonder Kidz Manager will be contacted and briefed on the situation. The person will be offered the use of the telephone to discuss with Wonder Kidz Manager and/or documentation to check policy/regulations.
 - Step 3 If the person is persistent, the Wonder Kidz Manager will contact the police.
 - Step 4 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.

- Step 5 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.
- Step 6 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 Manager (if they have not previously been contacted).
- Step 7 The incident will be documented and forwarded to Wonder Kidz management.

CONTACT NUMBERS

Contact numbers for the relevant Child Protection Services are:

- Child Protection After Hours Service (Victoria): 13 12 78
- Police: 000

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,

Version control Date: 30. Feb.2021

To be reviewed: Feb.2024

