

WK - DELIVERY AND COLLECTION OF CHILDREN POLICY

Wonder Kidz is committed to meeting the care needs of parents and children in the community. For the well-being 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:

1. All children will be signed in and out electronically on Appassessment.
2. 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 the enrolment form and after receiving a signed copy by the (parent/Guardian) the authorisation for child collection form by the supervisor. (Nominees authorised 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).
3. 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.
4. 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 cannot honour the booking unless court orders or parenting orders are received before the child's attendance.
5. staff cannot release a child to someone not listed as an authorised person or nominee on the child's enrolment record.
6. If an unauthorised person arrives to collect a child from a program, staff will immediately contact the child's parent/guardian.
7. Children will not be released to anyone visibly affected by drugs/alcohol.
8. Wonder Kidz's duty of care for the children begins when the child enters the premises and is signed in by the authorised person.
9. Wonder Kidz's duty of care ends when the authorised person signs the child out.

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

- a. After 15 minutes, staff will telephone parents/guardians.
- b. If contact cannot be made
- c. a voicemail will be left immediately, and a text message will be sent.
- d. Within 30 minutes, staff will contact nominated emergency numbers to try to arrange collection of

the child.

- e. If unsuccessful, staff will contact the service Manager.
- f. After 60 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.
- g. The Police may also be called to contact the parent/guardian.
- h. A staff member will always remain with the child until the child has been collected.
- i. 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.
- j. 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.

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

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