CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Delivery & Collection of Children

Policy

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What do we believe?

At CatholicCare Diocese of Broken Bay, we are committed to the safety and wellbeing of children and hold this at the centre of our decision making and practice. We believe in the principle of paramountcy of the safety of children. This means that the safety, wellbeing, and best interests of the child are the primary consideration in all decisions, actions, and practices. Where there is a conflict between the interests of a child and those of adults or the organisation, the child's safety and wellbeing will always come first.

We believe the safety, wellbeing and protection of children is of primary importance. We recognise that arrival and departure times are important transition periods that require effective supervision, clear procedures and strong communication to ensure children remain safe and secure at all times. We believe children should only be released to authorised persons in line with legislative requirements and service procedures, and that consistent practices support accountability, child protection and positive partnerships with families.

What are we going to do?

We will implement clear procedures to support the safe arrival and departure of children at the service. Children will only be released to a parent, legal guardian, approved nominee or another responsible person authorised by the parent in writing and in accordance with legislative requirements. Accurate sign in and sign out records will be maintained at all times and staff will supervise transitions to support children's safety and wellbeing. Each service will complete risk assessments relating to arrivals and departures and implement procedures based on identified risks to ensure children are adequately supervised and protected from harm or unauthorised access.

In accordance with regulation 99, we will ensure a child may only leave the education and care service premises under any of the following circumstances:

- A parent/guardian or authorised nominee collects the child
- A parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- A parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- A parent/ guardian or authorised nominee provides written authorisation for transportation of the child.
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

How will it be done?

Attendance Sheet

Ensure that an attendance record is kept with;

- Date;
- The full name of each child booked to attend for that day;
- Arrival and departure times; and

- Signature of the person who delivers and collects the child or the nominated supervisor or educator.

Attendance and enrolment records

The approved provider of an education and care service must ensure that a record of attendance is kept for the service that:

- Records the full name of each child attending the service; and
- Records the date and time each child arrives and departs; and
- Is signed by one of the following persons at the time that the child arrives and departs:
    - The person who delivers the child to the education and care service premises or collects the child from the education and care premises;
    - A nominated supervisor or an educator.
    - A person authorised on the enrolment form as emergency contact or collection.

Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families.

Review of the attendance sheet

- Staff will regularly review the attendance sheet to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- Prior to closing the service, two staff members must verify all children have been signed out of the centre. If a child is not signed out, educators/staff members will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains. This will be recorded in the Attendance Sheet.

Authorised Nominees

- On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised nominees will be required to show photo ID to a primary educator on duty prior to collecting and signing out child/ren. A secondary verification of the ID will be conducted by a Responsible person.
- Copy of authorised nominee ID will be identified and kept on the child's file. Attach a copy of the *written permission (if separate from the Enrolment form)* with the copied ID and place in the child's file.
- Staff members and Responsible Person are to check the name on the photo ID against the list of approved persons to collect a child and sign the roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.

- Ensure the authorised nominee collecting a child from the centre is 16 years or older, except where a parent or guardian is under 16 years of age. Where a parent or guardian requests for a person under 16 years of age to collect their child, a reduction of the age limit may be considered on a case-by-case basis, following a robust risk assessment, under extenuating circumstances and must be pre-approved by the General Manager of Children Services.
- An educator cannot send a child home with someone who is not listed on the enrolment form as an Authorised person to collect them or without prior written permission from the parent. If the written notification is via email or text, parents must give the person's full name and date of birth. They must ask the person collecting to bring photo identification.
- Ride Share such as Uber or Taxis that have been organised via the parents will not be considered an Authorised nominee and will not be allowed to collect the child/ren from the service.

Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the centres' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information.

If an unauthorised person, including parent or guardian who is restricted or prohibited by court order, attempts to collect a child or attends the service and refuses to leave the premises, the Responsible Person in charge will take immediate steps to ensure the safety of all children and staff.

- The child concerned will remain under the direct supervision of an Educator and will not be released. Where required, other children will be calmly moved to a safe area away from the situation while maintaining appropriate supervision.
- The Responsible Person in charge or Nominated Supervisor will contact the local police immediately. The Nominated supervisor will be informed as soon as practicable if they are not present at the service.
- The Practice Manager and General Manager will be notified as soon as possible following the incident. The incident will be documented, and where required, reported to ACECQA in accordance with legislative and regulatory requirements.

Court Order

If there are current court orders determining parental access of children, the coordinator / director will:

- Obtain a full copy of the court order.
- Place a copy of the court order on the child's file.
- Develop a procedure to ensure ALL Educators are aware of the contents of the order and abide by the conditions of said court order.

Parents will provide a full copy of the court order. Educators will not be able to accept an excerpt of the court order.

- Ensure all details are correct and accurately updated.
- If the court order is to be updated, that a new and relevant court order is provided to the service ASAP.

A court order is the only document that CatholicCare will accept as evidence to refuse a parents collection of their child/ren.

Concerns for the safety, health and wellbeing of children

Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. If staff members are concerned for a child's safety or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

Situations when this may occur include:

- When a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to care for the child safely; Refer to *Workplace Drugs, Alcohol and Other Substances Practice Guidelines* if a parent or authorised nominee arrives to collect a child and is suspected to be under the influence of illicit drugs or alcohol.
- Staff will immediately refer to the child safe policy and implement the appropriate strategies.

Late Collection of children

Supervision of children before the official opening time is not possible as the centre is not licensed to operate before this time.

Parents/guardians must:

- Abide by the centre hours of operation.
- Parents/guardians will communicate and inform the service if they are running late and attempt to find alternative arrangements to collect their child if required.
- Pay a late fee if their child is collected after hours. If a parent/guardian is consistently late collecting their child/children, their child's enrolment at the centre could be placed in jeopardy. Emergency situations such as public transport strikes and traffic accidents are taken into consideration. However, parents must make all possible effort or arrangements to ensure their child is collected on time.

Uncollected children after closing

In the instance that a child has not been collected after the service has closed, staff will:

- Make every effort to contact the parents immediately, and thereafter the authorised nominees listed on the enrolment form. Staff will continue to do so regularly with intermittent pauses to allow for a return call.
- If Educators are unable to contact the parents / guardians or authorised collection contacts to arrange collection within 30 minutes of the service closing, The local police department will be contacted. Notify the centre's Nominated Supervisor. The Nominated Supervisor will guide the staff regarding the procedure. Depending on circumstances this may involve contacting the local police after a reasonable time has lapsed, without any contact from parents, legal guardians or authorised persons. Ensure at least two (2) staff members remain on the premises (one of which must be either the Nominated Supervisor or a Responsible Person) while a child is still on the premises. The Practice Manager will be informed of the situation.

Collection & Delivery of children

Educator's will ensure that children only leave the service premises:

- If they are given into the care:
  - Of a parent;
  - An authorised nominee named in the child's enrolment record,
  - Or a person authorised by the parent or authorised nominee in accordance with the written authorisation of the child's parent or authorised nominee.
- If they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee.
- If parents organise an extra-curricular activity for their child, an *Extra-Curricular Activity Permission Form* must be completed prior to the child attending the activity. The form must include all relevant details regarding the activity and the third-party provider conducting the activity, including:
  - The child's full name
  - date of birth
  - The name of the activity the child will be attending
  - The location of the activity
  - The name, address and contact details of the organisation or person conducting the activity
  - Activity start and end dates
  - The days and times the child will attend the activity
  - Details regarding the session the child will be absent from, including whether the child is being collected directly from the service, school, or OSHC session
  - The expected time of collection from the service and/or return time to the service, where applicable
  - Whether the child will be returning to the service following the activity
  - Parent or guardian authorisation, signature and date
  - Parents and guardians must acknowledge that responsibility and duty of care for the child transfers to the authorised representative of the third-party provider once the child has been signed out of the service. Parents must also acknowledge that educators are not responsible for supervising children whilst travelling to or attending the extra-curricular activity.
- If they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency as per regulation 99.
- Nominated Supervisors will ensure a risk assessment is completed for all travel to identify and manage risks, clarify duty of care responsibilities, and ensure educators and staff follow the assessment to maintain children's safety during travel.
- If a child presents and has not been signed in, Educators are to sign the child in and parents are to be contacted, confirming this sign in.
- Children are never to be collected by ride share companies organised by parents this includes uber or taxi.

End of day checks

At the end of each day staff will inspect that all children have been collected from the centre.

Staff will:

- Physically check the building (including unused playrooms, toilets, and cot rooms) and grounds to ensure all children have been collected.
- Complete and sign the end of day safety checklists.
- Check the attendance records to ensure all children have been signed out. If a child has not been signed out and no Educator can verify seeing the child leave with an authorised adult, Educators will telephone the parent to check on the child's whereabouts. If a parent cannot be contacted, the Educators will complete another physical check of the premises, record that the check was carried out and advise the Nominated Supervisor of the situation.

Failure to arrive at a scheduled After School Care session

- All OSHC services will have a site-specific procedure for children that do not present for After School Care. This will include but is not limited to: Determine if the child was at school by the class teacher and/or School Administration Office.
- Refer to Children's Services Non-Arrival Flow chart which provides educators with clear step-by-step process to follow when a child expected at the service does not arrive. The flow chart supports timely verification of a child's whereabouts, ensures appropriate communication with families and schools, and outlines escalation procedures where a child cannot be located.
- Where a child is not present on arrival:
    - Educator / Responsible Person will confirm with the school that the child was in attendance.
    - If school confirms child was absent from school or went home unwell the Educator / Responsible Person will:
        - Contact the Parent or Guardian and will confirm with them that the child was absent or collected from school.
        - Remind the Parent or Guardian that they are required to notify the service if their child will be absent, if alternative arrangements had been made, or if the child was collected from school early.
        - No further action is required.
    - If the school confirms child was in attendance the Educator / Responsible Person will:
        - Notify the NS / PM
        - Contact the Parent / Guardian / Authorised Nominee to locate the child. If the Parent / Guardian / Authorised Nominee confirms location of child the Educator / Responsible person will:
            - Remind the Parent or Guardian that they are required to notify the service if their child will be absent, if alternative arrangements had been made, or if the child was collected from school early.
            - No further action is required.

- Contact the Parent / Guardian / Authorised Nominee to locate the child. If the Parent / Guardian / Authorised Nominee do not answer the Educator / Responsible person will:
    - All children will be moved into licensed indoor space, to ensure adequate supervision of the remaining children and that they are kept safe, calm and are all accounted for.
    - Allocated an Educator to undertake a thorough search of the immediate area, specifically checking likely hiding places, and walking the path taken to the service.
    - Keep calling the Parent / Guardian / Nominated supervisor until they answer. If the Parent / Guardian / Nominated supervisor answer and confirm the child to be in attendance the child will be deemed missing. Police will be contacted immediately '000' or '112' (Mobile)
    - If no answer for 15 minutes child will be deemed missing. Police will be contacted immediately (000).
    - Educator / Responsible Person must keep contacting Parent / Guardian / Authorised Nominee until they have spoken with the parents.
    - Once police has arrived, they will take charge of the incident and staff will follow their direction, whilst ensuring that the remaining children are kept safe.
    - Incident report to be completed.
    - Major incident report to be completed.
    - Report to submitted to The NSW Early Learning Commission within 24 hours of the incident occurring.
    - Report to be sent to Practice Manager, General Manager, Practice Manager – Quality and Compliance, and Safeguarding Office.

If children are attending any third party extracurricular activities from an OSHC service, please refer to the *Safe Arrival and Departure of Children Policy*.

Excursions and Extra-Curricular

Where there are any excursions and extra-curricular activities. Nominated supervisors must ensure that the appropriate permissions and steps are taken.

- Steps outlined in the Excursion policy are followed.
- Permission forms are completed
- Ensure collection and delivery of children section of policy are followed.

Should any incidents occur relating to the safety of children during travel between the service and an education or early childhood service, (e.g. a child cannot be accounted for) ensure that the response meets all regulatory requirements, including implementing CatholicCare's *Incident, Injury, Trauma and Illness Policy* and procedures (regulations 86 and 87).

Out of School Hours Care Service Specific

Before school care:

- Children attending OSHC services must be signed in by the parent on arrival and signed out by the Educators after before school care finishes and the child goes to school.
- Educator's will sign children out, as per agreement with the school. However, children will not be allowed to leave unless there is a teacher visibly on duty and supervising.

After school care:

- The child must be signed in by the Educator when they attend After school care. The parent or authorised nominee will then sign them out.
- If a child does not arrive educators will follow safe arrival and departure of children policy and Failure to arrive at a scheduled After School Care session section of this policy.

Each OSHC service will do their own risk assessment for arrivals and departures for each session. Each services' procedure will be based on the risks identified.

Who is responsible?

Roles	Responsibilities
Approved Provider	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times.
Practice Manager	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times.
Nominated Supervisor	• Provide supervision, guidance and advice to ensure adherence to the policy at all times. • Ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment). • Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service – except when: o Permitting entry would pose a risk to the safety of the children and staff or conflict with any duty of the Approved Provider, Nominated Supervisor or educator under the National Law, or o The Approved Provider or Nominated Supervisor reasonably believes that permitting the parent's entry would contravene a court order. • Ensure an unauthorised person (as defined in the National Law) does not remain at the service while children are present unless the person is under direct supervision or is an authorised person.

Roles	Responsibilities
Educators / Student / Volunteers	• Ensure accuracy of attendance record at all times. • Be available for individual greeting and settling of children- provide consistency • Provide a supportive and welcoming environment for children and families to assist with separation and settling. • Follow all service procedures regarding the delivery, collection • and transportation of children. • Educators greet and farewell parents and caregivers directly.
Parents / Guardians	• Completely fill in the details of the attendance at the service upon arrival and at the time of departure, including signature. • Communicate any changes of routine with educators. • Leave your child in the direct care of a staff member. • Ensure educators are aware your child has been collected from the service. • Provide the service with any court orders relating to your child. • Follow the services Safe use of digital technologies and online environments policy and Parent/visitor code of conduct policy • Person dropping off and collecting the child makes contact with an Educator before leaving. • Parent's will notify the Nominated supervisor or Responsible Person If a child has had paracetamol or ibuprofen within six (6) hours of arriving at the service to determine if the child is well enough to attend. • The families need to be prepared to come and collect their child or arrange for their emergency contacts to come if they become unwell during the day at the service.

National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child safety & Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.

Education and Care Services National Law and National Regulations	
S. 162A	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm or hazard
S. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law

Education and Care Services National Law and National Regulations	
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change of policies or procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to the regulatory authority
176	Time to notify certain information to regulatory authority
177	Prescribed enrolment and other documents to be kept by approved provider

Related documents

Children's Services Policies or Guidelines

- *Incident Injury Trauma and Illness Policy*
- *Safe Arrival and Departure of Children Policy*
- *Supervision Policy*
- *Workplace Drugs, Alcohol and Other Substances Practice Guidelines*

Forms

- *Children's Services Non-Arrival Flow Chart*
- *ELC Extra-curricular Activity Permission Form*
- *Excursion/Incursion Risk Assessment*
- *OSHC Extra-curricular Activity Permission Form*
- *Service Risk Assessment*

Resources

External

- *Education and Care Services National Regulations 2011*
- *Children Education and Care Services National Law Act 2010*

Glossary

ACECQA – Australian Children's Education and Care Quality Authorities

The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.

Authorised Nominee

An authorised nominee is a person who has been given permission by a parent or guardian to collect a child from the service, authorise medical treatment, transportation, or excursions, and make decisions relating to the child as outlined by the parent or guardian. The authorised nominee's details must be recorded on the child's enrolment record.

Child Paramountcy

Child paramountcy refers to the obligation to ensure that the best interests, safety, and wellbeing of children are paramount above all other considerations. All decisions, practices, and actions must prioritise the protection and wellbeing of children, particularly where competing interests exist.

ELC

All centre-based services for children aged 0-5 years including Long Day Care and Preschool services.

Nominated supervisor

A nominated supervisor is a person aged 18 years or older who has been nominated by the approved provider and has agreed to be responsible for the day-to-day management of an education and care service. They help ensure the service operates in accordance with the Education and Care Services National Law and Regulations, including maintaining children's safety, wellbeing, and compliance requirements.

OSHC

Out of School Hours Care

Practice Manager

A practice manager oversees and supports a cluster of services within a local area. They work with the Nominated supervisor to ensure services operate safely, meet legal and quality requirements, and follow organisational policies. They do not work directly with children day to day.

Responsible person in charge

This is the Responsible Person that the Nominated Supervisor has determined to be in day to day charge in their absence.

Risk Assessment

A systematic process of evaluating the potential likelihood and consequences of risks that may be involved in a projected activity or undertaking.

Written permission

Written permission is ideally a signed note supplied in advance. However, in case of an emergency or last-minute change to collection arrangements, a text message to the service's mobile phone or email will suffice.

Sign off and review

This policy remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this policy. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

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