

DELIVERY OF AND COLLECTION OF CHILDREN IN CARE POLICY

National Quality Standard 2.2 Regulation 90, 99

Policy Statement

This policy specifies the procedures to be followed when dropping off and collecting children from the service. These procedures ensure that children's safety is paramount at all times. There needs to be clear communication between family and preschool educators who are involved in the handover either on arrival to preschool or when being picked up at the end of the session.

Who is affected by this policy?

- a) Educators
- b) Parents
- c) Management
- d) Children

Guidelines for delivery of children at Preschool

- Preschool educators are not available for handover of children until 8:45am. Prior to this educators are setting up equipment and preparing resources for the day.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that your child has arrived and will be signed in.
- Sign in sheets are to be used in the case of an emergency to account for all children.
- Parents are to advise their child's educator if someone different is picking up their child and this person is to be named on the ARRIVAL AND PICK-UP OF CHILDREN AT PRESCHOOL form or added in writing to the Executive Facilitator as an authorised contact for the child. Photo identification will need to be sighted by a Primary Contact Educator.
- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.
- The only exception to this is children attending Before School Hours Care. They will arrive at preschool at 8.30am and will be delivered by an OSHC staff member who will pass on any relevant information and the children will be signed in by a preschool educator.

Due to safety concerns, it is imperative that parents/caregivers only let their own children in and out of the Preschool gate

Guidelines for collection of children at Preschool

- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the service.
- No child will be withheld from a biological parent named on the enrolment form unless a current court order is on file at the service.

DELIVERY AND COLLECTION OF CHILDREN IN CARE POLICY - CONTINUED

- Parents may collect their child/children between 3.00pm-3.15pm. Parents are asked to please wait outside for an educator to sign your child out and hand your child/children over to you. It is a National Quality Standard requirement that children are signed out of preschool each day and this procedure helps us to manage this process effectively and safely. This also allows educators to pass on any basic information regarding the child's day to parents.
- Children will need to be signed out on the same sheet as they were signed in on by an educator.
- In the case of a particular person being denied access to a child, the service requires a written notice from a court of law. Educators will attempt to prevent that person from entering the service and taking the child, however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent with custody will be contacted along with the local police. The court order overrules any requests made by parents to adapt or make changes.
- If parents need their school-aged child to pick up their child/children from preschool, parents need to provide written consent via the **ARRIVAL AND PICK-UP OF CHILDREN AT PRESCHOOL form**.
- Educators will always act in the interest and safety of the child, themselves and other children in the care and education service. It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances.
- Children attending After School Hours Care. These children will be delivered to OSHC between 3.00pm-3.15pm by a preschool educator who will pass on any relevant information and the children will be signed in to OSHC by an OSHC staff member.

Late Collection

- If you know that you are going to be late, please notify the service and make arrangements for someone else to collect your child.
- If you have not arrived by 3.25pm, educators will attempt to contact you. If at 3.30pm we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child.
- If children are still present at the service at 3.45pm children will be taken to the school office or OSHC (if they are enrolled at OSHC). If by 6.00pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect. A sign will be displayed at the service notifying you of your child's whereabouts. If this occurs we will be obligated to contact Families SA and inform them of the situation.