

## ARRIVAL AND COLLECTION OF CHILDREN POLICY

### AIM

This policy outlines the procedure for ensuring the safe arrival and collection of children utilising the Centre's childcare and preschool services.

### IMPLEMENTATION

#### Leadership will:

- Oversee implementation of this policy throughout the site
- Discuss alternate arrangements for collection with families if they are unable to collect before Centre closes on multiple occasions.
- Reserve the right to cancel care for families that repeatedly collect children after the Centre closes (after 5:30pm).

#### Families will:

- Drop off their children after 7:30am when the Centre opens and collect them before 6:00pm when the Centre closes. Families should be arriving to collect with adequate time for handover of information to happen (i.e. 5:10 – 5:20pm).
- Hand over the duty of care of their child to educators at the beginning of the session by:
  - Greeting educators
  - Signing the child in on the Centre's attendance sheet and fill in details on medical sheet if applicable.
  - Placing their child's belongings in the appropriate place.
  - Indicating to staff the person who is expected to collect the child and expected departure time on the day sheet.

Receive duty of care at the end of the session by:

- Greeting educator and receiving any verbal handover information, if possible.
  - Sighting and signing any illness or injury reports
  - Collecting their child's belongings
  - Signing out the child on the attendance sheet
- Supervise their children at all times, when duty of care has resumed. Families should ensure that children are treating the environment and equipment respectfully and supervise them during busy arrival and collection times.
  - Inform an educator if another person or emergency contact is coming to collect the child. Families are encouraged to write who is collecting their child in the comments section of the sign-in sheet and remind the person collecting to bring in identification.
  - Provide emergency contact details upon enrolment and update their child's emergency contacts if the information changes.
  - Inform administration if any court orders are in place, providing a copy for their child's folder.
  - Send someone 16 years or older to collect the child. Emergency contacts must be legal adults.
  - Understand they may be charged additional fees or have care cancelled if they are repeatedly late to collect.

**Staff will:**

- Be present at the Centre to open the Centre at 7:30am and to close at 5:30pm.
- Make themselves available to speak to families during arrival and collection times to ensure hand over happens smoothly.
- Comfort distressed children and let parents know how to contact the Centre if they wish to check up on their child.
- Release children back into the duty of care of families only after:
  - Greeting parents and giving any verbal handover information, if possible.
  - Showing any illness or injury reports
  - Ensuring the child's belongings are packed up and collected
  - Ensuring the child has been signed out
- Introduce themselves and ask for identification if they have not previously met the person collecting a child. They will also need to consult the child's enrolment form/call administration to see if the person is authorised to collect.
- Call families for verbal verification (including a description of the person) if an unknown person is attempting to collect a child without identification on them.
- Contact the child's guardians if they have not been collected by 5:30pm and Centre has not been informed of alternate arrangements for collection. During this call, educators may start verbal handover of information, If guardians cannot be reached, educators should contact the child's emergency contacts.
- Contact Crisis Care if a child is not collected by 5:30pm and the child's guardians and emergency contacts are unable to be contacted.
- Contact Crisis Care if guardians/emergency contacts have informed staff they will not be able to collect by 6:00pm and educators are not able to stay onsite.
- Be aware of who is collecting children and ask for identification if the person has not collected the child previously. If they have not been informed that a different person to the child's regular guardian is collecting the child, the child's primary guardians will be called to obtain consent.
- Ensure only approved guardians and contacts are allowed to collect children.

**Front Desk will (in consultation with Leadership staff):**

- Review children's emergency contacts annually.
- Keep records of people who are not allowed to collect children in regards to court orders. If a guardian that has been requested to not have contact with the child/ren arrives, front desk staff will:
  - Explain the Centre's legal obligations to comply with the court order and what the other guardian has requested.
- Have the right and responsibility to use their judgement to contact outside authorities in the case of a parent/guardian arriving at the Centre in an unfit state to collect children. An "unfit state" may refer to, but is not limited to being affected by drugs or alcohol, appearing emotionally unstable or seriously and adversely affected by an illness that makes controlling a vehicle or supervising children unsafe. If a guardian arrives to collect children in an unfit state, the front desk:
  - Do not have the right to stop children leaving the Centre with a guardian
  - Can offer the guardian a coffee/water and offer to phone an emergency contact or taxi. Can contact the police once the child/ren have left the Centre.
  - Must document the incident on an incident report form and report to the Director or Assistant Director.
- Keep attendance records onsite for 12 months.

This policy is viewed to be working effectively when:

-All children arrive and depart in a safe manner and staff are notified of any changes to who is collecting the child/ren.

National Quality Standards: Children's Health and Safety Element 2.3.2.

– Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.

**Record of Policy Adoption and Amendments:**

Policy adopted from Forbes Children's Centre, September 2021.

Approved Governing Council: 9/21

**Reviewed:**

Date	Amendments	Reviewed by:	Approved by:
09/22			