



Delivery and Collection of Children Procedure

Policy

Hawthorn Early Years will ensure the safety of children at our service by allowing only authorised persons to collect a child at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance but is also used as a record of the children in our care should an emergency evacuation take place. We aim to ensure that all employees are consistent in how authorisations are managed and understand what does or does not constitute a correct authorisation, which consequently may lead to a refusal.

Application of Procedure

This policy applies to the Approved Provider, Board of Management, employees, students, volunteers, families, children and others attending the programs and activities of Hawthorn Early Years.

Hawthorn Early Years will:

Enrolment and attendance records and authorisations

Ensure parents/guardians have completed all required fields on their child's enrolment record including the authorised nominee section.

Ensure parent/guardians/authorised nominees are correctly set up in the Qikkids system so that children can be signed in and out electronically by an authorised person.

Ensure that parents/guardians/authorised nominees are aware of the need to use their own personal log-in details to sign a child in or out of the Service to comply with legal requirements.

Keep an electronic and/or written record of all visitors to the Service, including time of arrival and departure.

Refusal to release children

Refer to Refusal and Acceptance of Authorisations Procedure or further details.

Emergency procedures

Ensure a weekly attendance summary page is printed and handed to each classrooms as a manual back-up for recording children's attendance.



Ensure there is an IPad with a sim card in each area of the building. IPad's with Sim cards are located in the front office, Waratah and Pink Heath classrooms.

Notify the Regulatory Authority and the parents as soon as is practicable in the event of a serious incident including when a child has left the Service unattended by an adult or a child appears to have been taken or removed from the Service.

Supervision and processes

Educate and inform parents of their responsibility to ensure only authorised nominees deliver and collect their children from the Service. This will be done during parent information sessions, orientation days and through the parent handbook, newsletters and updates.

Provide an IPad in each classroom so that authorised nominees can sign children in and out of the Service electronically.

Ensure CCTV is operational to assist with monitoring persons entering and exiting the building and/or grounds.

Ensure Late Collection Forms are available in the front foyer area.

All employees, volunteers and students will:

Arrival of Children

Greet children and families on arrival and ensure all relevant information about the child has been discussed prior to the parent/authorised person leaving the child.

Ensure all children are signed in by an authorised person: Note that the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the name of the person dropping off the child. The parent/nominated person must also advise educators who will be collecting the child/children.

Remind families to sign their child/children into the Service and encourage them to do so immediately upon arrival to avoid forgetting.

Provide assistance to parents/authorised nominees who need help with signing their child in and to understand the process including reminding parents to note the expected time of departure on the daily attendance summary.

Sign children in if the parent/guardian has not signed the child in and an educator has observed the arrival of the child.

Ensure sign in sheets reflect children in attendance so they can be used in the case of an emergency situation or if electronic records are not available.



Assist children and families to find/choose their locker, ensure they have all required items for the day ahead and place their belongings inside.

Sight children before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in their care.

Departure of Children

Ensure that a child enrolled at, and attending the Service, does not leave the Service unless:

- There is an emergency situation, including a medical emergencies
- They are collected and signed out by a parent or authorised nominee who must be at least 16 years old.

Record details of absences which will need to be verified by a parent when they next sign their child in or out.

Ask to sight photo identification of any unfamiliar person who has arrived to collect a child and check that their name matches the name that is used to sign the child out (This is the log-in name displayed on QK Kiosk). If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.

Check the classroom attendance records at regular intervals throughout the day and at the end of their shift to ensure all children have been signed out. If the parent or authorised person forgets to sign the child out, they will be signed out by the educator who witnessed them leaving or verify this with another educator.

Refer any person who is not able to sign a child out to the front office during office times so that their status as an authorised nominee can be checked. Where an unauthorised person arrives to collect a child the child will not be released into their care until a parent or guardian of the child can be contacted and the following steps taken to verify that this person is an authorised nominee in line with regulations:

1. The parent/guardian should email the Service detailing:
 - a. The persons full name
 - b. Address
 - c. Phone number
 - d. Relationship to the child
 - e. That this person is authorised to collect and deliver their child from the Service.

This authorisation will then be stored in the child's enrolment record and entered electronically into the child's file allowing the person to sign the child out.

2. If written authorisation is not possible a verbal authorisation by the parent/guardian may be obtained, provided the following procedure is followed:
 - a. Two employees take the verbal authorisation message and request that the parent follow this up by providing written authorisation within 24 hours.



- b. All details of the person collecting the child, including the name, address, relationship and telephone number of the person must be obtained and documented in addition to the names of the employees taking the verbal authorisation.
- c. The documented verbal authorisation will be stored with the child's enrolment record

Not withhold a child from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service. In the case of a particular person (including a biological parent) being denied access to a child, the Service requires a written notice (court order) from a court of law.

Ensure the person collecting the child is fit to take responsibility for the child. If the person appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:

- Discuss their concerns with the person, without the child being present if possible, and
- Suggest they contact another parent or authorised nominee to collect the child.
- If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Service. Educators cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.

Inform the person in charge and if a child has left the Service unattended by an adult, with an unauthorised person or if a child appears to have been taken or removed from the Service.

Visitors

Ensure we meet Work Health and Safety requirements and the safety of our children by asking individuals visiting our Service to sign in when they arrive and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

Late collection of children

Ensure that the educator-to-child ratio is maintained at all times and there is a minimum of two educators on duty where children have not been collected by 6pm.

Pack up the child's belongings and take the child to wait in the foyer area so that the parent/guardian/authorised person can be let in when they arrive as the parent code does not work after 6pm when the Service is officially closed.

Make the child feel comfortable and engage in a quiet activity such as reading books on the couch or playing with a toy.



Contact parents to request collection of their child if they have not already notified the Service they will be late. If parents can't be contacted educators will call authorised contacts as listed on their enrolment form to organise collection of the child. Were the parents or authorised nominees **can't be contacted**, educators will:

- Inform a member of the Hawthorn Early Years' Leadership Team of the situation.
- Contact the local police if a child has not been collected within one hour of the Service closing, currently notification will be undertaken at 7.00pm.
- Notify the Regulatory Authority as soon as is practicable.

Ensuring the parent or authorised person signs a completed Late Collection Fee Form and that this is passed onto the Service Manager. A late collection fee will be charged in accordance with the Hawthorn Early Years Fees Procedure.

Parents/guardians will:

Enrolment and attendance records and authorisations

Complete in full the authorised nominee section of the child's enrolment record before the child attends the Service, upon re-enrolment or whenever authorised persons need to be updated.

Inform, and provide the Service with a copy of any court orders or parenting orders.

Ensure each person who is responsible for dropping off or collecting their child is set up as an authorised person, is at least 16 years old and uses their own log-in details to sign the child in and/or out of the Service electronically.

Ensure that any authorised persons are aware of their responsibilities.

Delivery and collection of children

Ensure educators are aware that your child has arrived or is being collected from the Service.

Sign child/ren in and out as their child arrives at and departs from the Service.

Write the expected time of collection on the form provided each day and verbally notify a member of the teaching team if a person other than the parent or guardian is collecting the child. This person must be named on the enrolment form or added in writing as an authorised contact for the child.

Say goodbye to your child to help build trust. Parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.



Not give out the door code to anyone other than those absolutely necessary for the protection of the children, parents and educators.

Collect their child on time at the end of each session/day.

Alert educators if they are likely to be late collecting your child and pay a late-collection fee if required.

Confirm arrival or departure from the Service when prompted via Qikkids Kiosk.

Supervise your own child before signing them into the program and after they are signed out.

Have a duty of care to ensure any child from of the Hawthorn Early Years community is safe and secure including ensuring that other children do not leave the premises with you.

Supervise other children in your care, including siblings, while attending or assisting at the Service.

Seek support from a member of the HEY team for assistance with any aspect of this policy and procedure.

See also:

1. Refusal and Acceptance of Authorisations Procedure
2. Fees Policy and Procedure
3. Governance and Management of Service Policy
4. Service Events Procedure
5. Enrolment and Orientation Policy
6. Enrolment Procedure
7. Excursions Policy and Procedure
8. Medical Conditions Procedure

Key Definitions:

Inappropriate Person - A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind may make it inappropriate for him or her to be on the premises e.g. a person under the influence of drugs or alcohol.

Authorised Person - A person who has been given written authority by the parent/guardian of a child to collect that child from the education and care service. These details will be on the child's enrolment form.