



## **Delivery & Collection of Children**

### **Policy**

This Policy outlines Cubby House on Campus' ("Cubby") requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority. Cubby has a duty of care to the children. As part of this duty of care is to ensure that access to a child attending the centre is limited to persons authorised by the parent/guardian, this also includes the collection of children from the centre.

### **Background**

Cubby and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child and that arrival and departure routines are relaxed, happy and transitions when entering and leaving Cubby protect the child's wellbeing.

When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person. Parents and educators work together to ensure the delivery and collection process is stress free and children feel safe and protected.

Upon enrolment parents will be able to nominate up to 3 other people that with notification will be able collect their child from Cubby. Notification can be in the form of a handwritten note, email or text message sent to the Director.

### **Procedure**

#### **Delivery:**

- The person who delivers a child to Cubby completes the Attendance Record on the computer provided by logging into Qikkids and electronically signing their child in. If the computer or system is not working a manual sign in record is to be completed with the date, child's name, time and signature of the parent. Once the majority of children have arrived in the centre, the educator in charge or the administrative assistant will check off all attendances, in case of an emergency evacuation or lock down. The attendance records are used to account for all children at Cubby.
- If the family is to receive Child Care Benefit, the parents are required to be the signatory of all occasion or to provide in writing authority to the collecting person.

- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving Cubby.
- Children who are absent for the day will be marked on the Attendance Record as absent by an educator or the administrative assistant. Parents will be prompted by the sign in system to confirm the entry when they next sign in.

Collection:

- Parents complete an update of information form each year. Details of authorised nominees are included on the form and parents are asked to inform Cubby immediately of any changes.
- Children will only be released into the care of: a parents of the child; an authorised nominee detailed in the child's enrolment record; or to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from Cubby.
- Children will not be given into the care of a parent who is prohibited by a court order from having contact with the child however, in the event of risk staff will not enter into a physical confrontation in the event of a child pick-up but will urgently contact police, parent/guardian or child welfare bodies in suspicious circumstances. Staff will always act in what they believe to be the best interests of the child.
- If the person collection is not known to the educators or Director they will be asked to provide photo identification before the child will be released to them.
- In the event of an emergency a phone call with verbal confirmation will be accepted BUT a note, email or text must be sent as soon as possible after the emergency. Once notification has been received by Director, the educators in the child's room will be notified of who will be collecting the child.
- If a person arrives at the centre to collect a child and there has been no authorisation given, the Director or person in charge will need to contact the parents before the child will be allowed to leave the premises.
- Upon collection the parent/guardian collecting the child must use the computer provided and login to the system to sign out the child from Cubby for that day. If an authorised person is collecting the child, upon showing formal ID e.g.: license the educator will sign the child out on their behalf. When the parent next signs in they will be asked by the system to confirm this action.

<i>Policy Action</i>	<i>Process Development</i>
Sources/ Further Reading	Education and Care Services National Regulations. July 2018 - 99, 158, 159, 168(2)(f), 176  ACT Government – Community services, Keeping Children and Young People Safe 2017.

	2018 National Quality Standard. 2.3, 2.3.1, 2.3.2 National Framework for Protecting Australia's Children 2009-2020
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<b>1<sup>st</sup> Date of Issue:</b>		Drafted September 2019		<b>Previous Review(s):</b>	November 2022
<b>Issue No.:</b>	2	<b>Date draft approved:</b>	September 2022	<b>Next Review:</b>	September 2024
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