



Child Care – Delivery and Collection of Children Policy & Procedure

Blackburn North Neighbourhood House - Inc A0009540J

POLICY:

This policy specifies the procedures to be followed when dropping off and collecting children from the childcare service (the service). Adherence to these procedures ensure that children's safety is paramount at all times and no child is collected by a person whose identity is unknown to staff.

This policy applies to:

The staff and parent/guardians who wish to have their children enrolled at the service, or have children already enrolled at the service

It is the responsibility of staff and families to ensure the safe arrival and departure of children at Blackburn North Neighbourhood House (BNNH) along with completion of statutory documentation including any medical management plan. Practical and safe approaches will promote a smooth transition between home and the House, assure the completion of the required compliance and confirm each child's daily presence, or absence, from the service.

Procedures

Delivery

1. An attendance book will be provided in which parents/guardians or carers, on arrival, will sign and register their child/children (listing the child's full name), attendance at the service and list the time of arrival
2. If the person delivering the child does not sign the attendance record, a staff member may sign in their place (regulation 29(2)).

Collection

A child departing from BNNH must be given into the care of a parent/guardian, carer or authorised person. Photo ID will be required for persons collecting child if they are unknown to staff.

Parents are asked to advise staff who will be collecting the child.

Who can collect

- Parent of the child;
- A guardian of the child;
- Person who has lawful authority to collect the child; or
- A person who is authorised by the child's parent, guardian or person who has lawful authority to collect the child.
- A child will not be released to a person 16 years or younger

Upon collection parents/guardians or carers must sign the attendance book, noting time of departure.

If the person collecting the child does not sign the attendance record, a staff member may sign in their place (regulation 29(2)).

LATE COLLECTION

Parents/guardians are asked to contact BNNH if they are unable to pick up their child by the agreed time and to notify staff as to what alternative arrangements have been made for the collection of their child.

If no notification has been given regarding alternative arrangements for the collection of the child and the authorised person has not collected their child 10 minutes after the agreed time, the Childcare staff will:

- a) Phone the parent/guardian authorised to collect the child.
- b) If the parent/guardian cannot be contacted, the Childcare Staff will phone the authorised people as listed on the enrolment form.
- c) If neither the parent/guardian nor the people authorised on the enrolment form can be contacted, then after one hour, the Department of Health and Human Services and the police will be contacted.
- d) Charge a late fee equivalent to one hour's fee per child for every 15 minutes the parent/guardian is late in collecting the child – as stated in the *Child Care Enrolment and Information Booklet*.

The Childcare staff have the discretion to refuse care for a child where the parent has been late in collecting their child three times.

Concerns for the safety, health and wellbeing of children

1. If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they should exercise their duty of care by not allowing the child to be removed from the service by that person. For example 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 safely care for the child
2. The child care staff will endeavor to ask the person to wait a moment while they:
 - a) Phone the parent/guardian authorised to collect the child, advise them of the situation and ask them to collect the child.
 - b) If the parent/guardian cannot be contacted, the Childcare staff will phone the people listed on the enrolment form who are authorised to pick up the child.
3. If the staff member is unable to prevent a person from collecting a child they will
 - a) Phone the parent/guardian authorised to collect the child and advise them of the situation.
 - b) If the parent/guardian cannot be contacted, the Childcare staff will phone the people listed on the enrolment form who are authorised to pick up the child.
4. If a person is under a court order or custodial agreement preventing them from collecting or having access to the child, the parent/guardian who has full custody is to be contacted immediately.
5. If at any time a staff member has concerns for the health and welfare of a child or concerns that the child is at risk of harm, Child First, the Department of Human Services (Children, Youth and Families) and Police will be contacted.

RELATED DOCUMENTS

- Child Care Enrolment and Information Booklet

Adopted by the Committee of Governance

Signature:	
Name:	Elissa Nguyen
Position:	Chair
Date:	18/5/2023
Review Date:	