

Delivery and Collection of Children Procedure

Playtime Policy Reference

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Policy & Procedure Access and Supporting Documents

- All Playtime Childcare policies and procedures are located:
 - Electronically on OWNA for Staff via à Staff à Policies and Procedures
 - Electronically on OWNA for Families via à Configure à Policies and Resources
 - Management has access electronically via computer documents
 - Hard copies available upon request
- Regulative required policies and procedures will be reviewed annually, all other policies biannually
- Relevant checklists, risk assessments and documents are located via the OWNA platform:
 - Enrolment Records
 - Excursion Authorisation
 - Excursion Risk Assessment
 - Working Directly with Children Records

Circumstances Where a Child May Leave the Service

The approved provider, nominated supervisor must ensure that a child being educated and cared for by our service does not leave the service except for the following:

- Are given into the care of a parent/guardian/ authorised emergency contact in the child's enrolment record or a person authorised by a parent/guardian or an authorised emergency contact.
- Leaves in accordance with the written authorisation of the child's parent/guardian or authorised emergency contact.
- Is taken on an approved excursion only with a signed excursion authorisation and a completed risk assessment- excursion.
- Is taken by ambulance due to a medical emergency.

Delivery

- On arrival all children will be signed in to the service via OWNA on the centre lpad. This will automatically reflect the date and time of arrival and signature of authorised person who is signing in the child/ren.

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- Parent/guardian must alert educators that a child/ren has arrived at the service and always hand the child over to an educator ensuring that they are never left alone in a classroom.
- Parent/guardian will place all belongings for the child in their designated locker.
- Parent/ guardian will apply sunscreen on the child if not already applied and if unable to, alert an educator that your child does not have sunscreen applied.
- Parent/guardian will inform educators if there is any medication for the child and complete the medication record on the OWNA app before leaving. Medication will be handed over to an educator and not left in the child's bag or locker.

Collection

- A child may only be collected by a parent/guardian or authorised emergency contact.
- On departure all children will be signed out of the service via OWNA on the centre lpad. This will automatically reflect the date and time of departure and signature of authorised person who is signing out the child/ren.
- Parent/guardians must collect children before closing time of the service.
- No one under the age of 16 can collect a child from our service unless of course the parent/guardian is this age or under.
- The enrolment form, complete via OWNA, will require detailed written information about each person authorised to collect a child, including the person's full name, residential address, telephone number and relationship to the child.
- Playtime staff ensures that whenever an authorised emergency contact arrives for the first time and is unknown to staff that we will use a verification procedure, such as a driver's licence check, to ensure only authorised emergency contact collect the child. Photographic identification is required.
- If an unauthorised person presents to collect a child, the child's parent/guardian (or if a parent/guardian is unavailable, an authorised emergency contact) will be immediately informed by phone and we will seek double authorisation (two staff members are informed) for that person to collect the child. We request the family follows up with a confirmation email.
- If confirmation cannot be obtained educators will not release the child to anyone who is not listed or not known to them.
- If there is a situation and the parent/guardian or an authorised emergency contacts cannot collect the child, the parent/guardian must personally ring the service to let the nominated supervisor know. The parent/guardian will be required to indicate who will collect the child, give a description, and ask the person to provide staff with proof of identity e.g., Driver's License and follow up with an email confirming the details if able to. Double verification by two staff members of this information is required.

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- We understand that a court order may prevent a parent/guardian or other person from collecting or having access to a child. A risk minimisation and communication plan with relevant information from the court orders will be created, read and acknowledged by all educators to ensure that they are aware of the safety of the child/rens. A copy will be saved on OWNA under the child's documents. As court orders can be varied, revoked, or extended from time to time, it is necessary to ensure information is periodically updated.
- Without any court orders in place, we cannot impose restrictions on parent/guardians, we can alert the other parent/guardian by phone, but no further action can be taken by staff.
- Our service has a duty of care to the children in the service to ensure that safety is paramount, and staff must comply with obligations under state or territory child protection laws. Therefore, if on occasion a parent/guardian or authorised person may attend to collect a child while under the influence of a drugs or alcohol, or present in such a manner as to suggest his or her ability to safely collect a child is impaired and or poses a risk to a child's safety that cannot be addressed by alternative means, child protection authorities or police should be notified, and advice sought as to how to proceed.
- All employees are required to follow mandatory reporting obligations if they suspect a child is at risk of significant harm or abuse.
- Educators cannot prevent a parent/guardian from collecting a child but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements if they feel the parent/guardian is in an unfit state to accept responsibility for the child.
- As part of our closing the service procedure, educators will complete a thorough check in every room to ensure that there are no children left in the service at the end of the day, particular attention to the nursery cot room, this will be recorded on the OWNA close checklist.

Late Collection

If a child/ren is left at the service after closing time the procedure will be as follows:

- Attempt to contact parent/guardian if no response attempt to contact all authorised emergency contact/s on the enrolment record until you get a response.
- If no response to the above, contact nominated supervisor/ regional director or approved provider so that they are aware of the late or no collection of the child.
- Nominated supervisor, regional director or approved provider will advise follow up process but if child has not been collected after 30 minutes and no one is contactable call police.
- Two educators must always remain with children and must not leave the service with child/ren.
- A late fee of \$5.00 per minute will be charged

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- Any failure to collect a child, unauthorised removal of a child, or other event posing a significant risk to a child's safety will be treated as a serious incident and must be notified to the Regulatory Authority via the NQA ITS portal within 24 hours as required under Section 174 of the Education and Care Services National Law.

Roles and Responsibilities

Role	Responsibility
Approved Provider	- Ensuring the service complies with the Education and Care Services National Law and National Regulations. - Ensuring systems, policies and procedures are in place to support the safe arrival, collection and departure of children. - Ensuring accurate attendance and enrolment records, including current authorisations, are maintained in accordance with legislative requirements. - Ensuring children only leave the service in accordance with Regulation 99. - Ensuring appropriate risk assessments are completed where required, including for excursions and transportation. - Ensuring educator-to-child ratios and supervision requirements are maintained during arrival and departure times. - Ensuring incidents relating to the collection or release of a child are managed, documented and notified in accordance with legislation and Playtime policies. - Providing resources, training and support to enable staff to implement this policy effectively. - Reviewing this policy and notifying families of significant changes in accordance with legislative requirements.
Role	Responsibility
Regional Director	- Supporting Centre Leadership Teams to consistently implement this policy across all Playtime services. - Monitoring legislative compliance through audits, observations and quality assurance processes. - Providing guidance, coaching and professional development regarding safe collection and delivery practices.

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	- Supporting investigations into incidents involving the collection or release of children and ensuring corrective actions are implemented. - Monitoring continuous improvement opportunities and ensuring consistent practice across the organisation.
Role	Responsibility
Nominated Supervisor/ Centre Director	- Implementing and monitoring this policy within the service. - Ensuring attendance records, enrolment records and collection authorisations remain accurate and current. - Ensuring children are only released to authorised persons or in accordance with legislative requirements. - Maintaining adequate supervision and educator-to-child ratios during arrivals and departures. - Communicating changes to collection arrangements with educators and families. - Managing incidents relating to arrivals, departures or unauthorised collection attempts in accordance with Playtime policies and legislative requirements. - Ensuring all educators understand and follow this policy.
Role	Responsibility
Assistant Director	- Supporting the Nominated Supervisor in implementing this policy. - Monitoring daily arrival and departure procedures. - Verifying authorised collections where required. - Assisting with supervision, documentation and communication with families regarding collection arrangements. - Reporting concerns or incidents to the Nominated Supervisor promptly.
Role	Responsibility
Responsible Person	- Assuming the responsibilities of the Nominated Supervisor when placed in day-to-day charge. - Ensuring children are only released in accordance with this policy and legislative requirements. - Maintaining supervision, ratios and safe collection practices. - Responding appropriately to incidents, emergencies or unauthorised collection attempts.

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	Ensuring attendance records are completed accurately.
Role	Responsibility
Educational Leader	- Supporting educators to understand and implement safe supervision practices throughout arrival and departure times. - Promoting reflective practice to strengthen supervision, child safety and risk management. - Assisting with staff induction and ongoing professional learning relating to this policy.
Role	Responsibility
Room Leader	- Ensuring educators within their room consistently follow arrival and departure procedures. - Monitoring attendance records and ensuring documentation is completed accurately. - Verifying authorised collections where required. - Communicating changes to children's collection arrangements with relevant educators. - Escalating concerns immediately to the Responsible Person or Nominated Supervisor.
Role	Responsibility
Educators	- Following this policy and associated procedures at all times. - Actively supervising children during arrivals, departures and throughout the day. - Accurately recording children's attendance in accordance with legislative requirements. - Ensuring children are only released to authorised persons or in accordance with written authorisation. - Verifying the identity of unfamiliar authorised nominees before releasing a child. - Reporting concerns regarding child safety, unauthorised collection attempts or documentation discrepancies immediately. - Maintaining confidentiality regarding family information and court orders.
Role	Responsibility
	Reading and complying with the Delivery and Collection of Children Policy.

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Families/ Carers/ Guardians	• Providing and maintaining current authorised nominee, emergency contact and collection information. • Advising the service promptly of any changes to authorised collection arrangements, court orders or parenting arrangements. • Signing children in and out using the approved attendance system. • Providing written authorisation where a person not listed on the enrolment record will be collecting their child. • Collecting children by the agreed closing time and notifying the service as soon as possible if they are delayed.
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