



**GEMS**  
CHRISTIAN  
EDUCATION

***GEMS Christian Education Ltd***

**This policy applies to:  
Little Gems  
ECC OSHC**

# Delivery and Collection of Children Policy NQF QLD



**EMERALD  
CHRISTIAN  
COLLEGE**  
LEARNING FOR LIFE

<b>Created:</b>	<b>Jan 2015</b>
<b>Current:</b>	<b>Apr 2021</b>
<b>Next Review:</b>	<b>Feb 2022</b>

***This Policy is overseen by the National Quality Framework***

# Delivery and Collection of Children Policy

## NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
-----	-------	---

## National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

## Aim

To ensure the safety and wellbeing of children at all times.

## Related Policies

Acceptance and Refusal of Authorisations Policy

Child protection Policy

Enrolment Policy

Family Law and Access Policy

Incident, Injury, Trauma and Illness Policy

Infectious Disease Policy

## Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

### Arrival:

- Parents/ Carers must walk with their child into the fenced area, shutting the gate behind them.
- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- A locker or shelf space will be made available to children and their families. Parents/ carers are to encourage their child to do their jobs.
- Available on the table is Sunscreen which the parent or carer can apply to child.
- Once the child has been signed in for the day, Parents and Carers will take the child to their

room.

- Parents and Carers can deliver their child to the outside play area supervised by the Nominated and Certified Supervisors. Children can play outside while others arrive. Parents and carers can take this opportunity to speak to the supervisors about any information they feel is necessary for the day (ie recent behaviours or concerns, medications needed for the day, if the child is to be picked up earlier etc). Supervisors can also help with separation anxiety or issues that may arise as parents and carers establish this delivery routine with their child.
- Parents and carers can exit the Kindy through the front entrance, shutting the gate behind them.
- All students are to stay in the outside play area until directed to move.

#### **Departure:**

- Parents/ Carers must walk into the fenced area, shutting the gate behind them.
- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (ie in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child.
- Walk into the Kindy room for their child, collecting their child, the child's bag from the locker area and water bottle from the refrigerator (lunch boxes will already be packed in the child's bag after lunch).
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:

- discuss their concerns with the parent, if possible without the child being present
- suggest they contact another parent or authorised nominee to collect the child
- inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
  - attempt to contact the parents or other authorised nominees. (Earlier attempts may have also been made to contact the parents and nominees)
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- Parents and carers can exit the Centre through the front entrance, shutting the gate behind them.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

Upon enrolment, Parents and Carers will be made aware of Kindy hours. Kindy hours are 8:30am until 2:30pm. Staff will be on site between 7am and 5pm. Parents and Carers are expected to deliver their children between 8.15am and 8:30am. The Kindy Car Park will provide easy access for Parents and Carers to walk their children to the building. The Kindy building is fully fenced with gates that requires adult opening to enter and exit.

### **Early Collection**

Many circumstances may arise during the day warranting early collection of the child by the Parent or Carer. For early collections that are required by the parent or carer, notice needs to be given to the Nominated Supervisor when they deliver the child for that day. The Nominated Supervisor can then arrange staff to be aware of this early collection, writing the notification on the staff notice board for that day. Parents or carers need to follow the early collection procedures as follows:

- Notice needs to be given to the Nominated Supervisor/Educator on the day of the early collection.
- Parents or carers need to identify the day, time and person who will be collecting the child to the Nominated Supervisor.

- At early collection, the parent or carer needs to collect child and child's belongings.
- The parent or carer needs to sign their child out of the register at the front table, assisted by the Kindy Aide.

If early collection is warranted due to illness, Kindy staff will arrange to contact the parent or carer as soon as possible by telephone using the numbers provided on the child's enrolment form. In the event that a parent or carer cannot be contacted, staff will endeavour to leave a message for when the parent or carer becomes available. Kindy staff will endeavour to provide care and support to the child until a parent or carer becomes available.

If there is a legal change of guardianship or court order handed down pertaining to a Kindy student, the Nominated Supervisor must be given immediate notice by the parties concerned and Kindy staff made aware of the legal implications.

### **Children leaving the Kindy premises**

At no point during the day will children be allowed to leave the premises unless under direct parent or carer supervision through the delivery and collection procedures. Exceptions to this provision include:

- Excursion participation in which written parental consent needs to be given in advance.
- Medical emergency where immediate medical attention is deemed necessary and parent consent for emergency transport by ambulance has been approved in the child's enrolment form.
- Emergency evacuation in which Kindy staff deem it necessary to evacuate children from Kindy building to emergency evacuation point for safety. This also includes the regularly practice of emergency evacuations to an emergency evacuation area.

## **Sources**

- **Education and Care Services National Regulations 2011**  
**Early Years Learning Framework**  
**National Quality Standard**  
**Work Health and Safety Act 2011**  
**Work Health and Safety Regulation 2011**

## **Review**

The policy will be reviewed annually.

# Notification Form for Change in Collection of Children



Names of adults responsible for child pick up and their relationship to the child

<i>Name:</i>	<i>Relationship:</i>	<i>Address:</i>	<i>Contact Phone No:</i>

I \_\_\_\_\_, give permission for these people to collect my child/ren

\_\_\_\_\_ on days listed below:

---

---

---

Parent Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_\_\_

# Notification Form for Collection of Children from a bus service to the College



Names of adults responsible for child pick up from the bus service

<b>Name:</b>

I \_\_\_\_\_, give permission for these people to collect my child/ren \_\_\_\_\_

from the bus service to the College on days listed below:

\_\_\_\_\_

**Parent Signature:** \_\_\_\_\_ **Date:** \_\_\_/\_\_\_/\_\_\_

# Sign In/Sign Out Sheet



Name	Date	Time in	Signed in by	Notifications	Time out	Signed out by	Notifications