

DELIVERY OF CHILDREN TO, AND COLLECTION OF CHILDREN FROM A FAMILY DAY CARE SERVICE

Quality Area 2: Children's Health and Safety
Standard 2.2 Each child is protected

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PURPOSE

The Family Day Care Service aims to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and educator assistants will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

Arrival and departure times are planned to promote a smooth transition between home and our Family Day Care Service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the safety of children at our Family Day Care Service our Arrival and Departure Policy is strictly adhered to, allowing only nominated authorised persons to collect children 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 as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

POLICY

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child. As part of our Risk Management process, our FDC Service may introduce explicit control measures to minimise the risk of spreading infectious

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diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our Arrival and Departure Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

Educators follow procedures to ensure that children only leave the premise with parents / guardians or authorised nominee.

Access to children is available during care hours for all parents/ guardians and authorised nominee.

Permission for children to participate in various activities / experiences and events is provided by parents/ guardians or authorised nominee.

Definitions:

Authorised nominee- a person who has been authorised on enrolment forms by a parent or guardian to:

- collect the child/ren from the education and care service and/or
- consent to medical treatments or to the administration of medication and /or
- authorise an educator to take the child/ren outside the education and care service premises

PROCEDURE

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL ENSURE:

- FDC educators provide adequate supervision when children arrive and depart the approved FDC residence/venue
- the relevant educator to child ratios is adhered to at all times
- accurate attendance records are kept by the FDC educator
- children only leave the FDC residence or venue in the care of a parent or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the FDC Service at the principal office and the FDC residence or approved venue including the name, address and contact details of Taree Great Lakes Gloucester Five Star Family Day Care

- o any emergency contacts
- o any authorised nominee
- o any person authorised to consent to medical treatment or administration of medication
- o any person authorised to give permission to the educator to take the child off the premises
- o any person who is authorised to authorize the education and care service to transport the child or arrange transportation
- o details of any court order, parenting orders or parenting plan
- o authorisations for the service to take the child on regular outings
- o authorisations for the service to take the child on regular transportation
- o any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, the FDC educator will complete an Incident, injury, trauma or illness record and provide to the Approved Provider and parent (see Incident, Injury, Trauma and Illness Policy and Procedure)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQA IT System
- all new engaged educators and staff are provided with an induction including an understanding of this policy
- all FDC educators are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

Arrivals at the FDC Residence or approved venue

Our FDC Service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our FDC Service will implement ALL Covid-safe practices as advised by NSW Health. (Including masks, hand sanitiser, parents dropping and pick up at the door instead of coming inside.)

- any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our Service under any circumstance.
- signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres)

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- ALL children are signed into care by the parent/ guardian or authorised person via 'Harmony Web' using their individual PIN

If families forget to sign their child/children in, , National Regulations require the FDC educator to sign the child in using their OWN pin. They can then add a comment to the timesheet as to why this occurred.

- a child's medication needs, or any other important or relevant information should be passed on to the FDC educator by the person delivering the child
- the FDC educator will check that the family has completed an Administration of Medication Record and store the medication appropriately, away from children's reach
- in order for children to feel secure and safe, FDC educators should ensure children are greeted warmly and children have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind
- due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with FDC educators will be limited and physical distancing will be adhered to at all times between adults
- should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible
- a locker or shelf space will be made available to children and their families.
- in the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the FDC Service stating that one parent has sole custody and responsibility.

DEPARTURE

Children may only leave the FDC premises;

- in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record or
 - taken on an excursion; or on transportation provided or arranged by the FDC educator with the written authorisation of the child's parent or authorised nominee; or
 - given into the care of a person or taken outside the premises; or because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to bush fire, flood)
- In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter)

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- parents are to advise their child's FDC educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing as an authorised nominee for the child.
- If unknown, photo identification will be sighted by the educator before the child is released. If the educator/educator assistant 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.
- all children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our FDC Service via their PIN through Harmony Web. If the parent or other person forgets to sign the child out, they will be signed out by the educator and a comment added.
- Ipads/ tablets etc that are used to sign children out of the service, they must be disinfected between use/ pens must be wiped with a disinfectant wipe between uses or parents are requested to use their own pen
- parents/authorised nominees are requested to arrive to collect their child/children by the end of their booked time
- no child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the FDC Service (copy provided to the FDC educator)
- 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, AVO,DVO etc
 - o the educator will attempt to prevent that person from entering the service and taking the child; however, the safety of other children must be considered.
 - o FDC educators/educator assistants will not be expected to physically prevent any person from leaving the service
 - o in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
 - o where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service
 - o a court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators doors and entry points should be kept locked at all times
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQA IT System
- the FDC educator 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.

- if the person collecting the child 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:
 - o discuss their concerns with the person, without the child being present if possible, and
 - o suggest they contact another parent or authorised nominee to collect the child
 - o follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - o contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - o the FDC educator will also inform the Approved Provider/Coordinator of the incident
- children may leave the premises in the event of an emergency, including medical emergencies outlined in our Emergency Evacuation Policy.
- details of absences during the day will be recorded.

SCHOOL AGED CHILDREN

If a child is attending the FDC Service for before and/or after school care, the educator is responsible for:

- signing the child 'out' of care upon dropping the child to school and 'in' care upon collecting the child from school by using their own PIN via Harmony Web
- ensuring they have contact details and timetables for the bus operator if the child is using School Bus transportation
- ensuring they have school contact phone numbers in case of an emergency
- ensuring they know the safest walking route to and from school if the child is authorised to walk to school
- following steps should the child not arrive home by the expected time (including contacting the school; contacting the parent/s; contacting the coordinator; notifying Police and if a serious incident has occurred- notifying the Regulatory Authority)

Parents and authorised persons will sign out using their own PIN when collecting their child at the end of the day.

VISITORS

- to ensure we can meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our service must sign in when they arrive at the FDC Service 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.

- to minimise the risk of exposure to COVID-19, we may restrict the number of visitors to our FDC service including students on work placements, volunteers, additional family members, delivery of goods or contractors
- signage will clearly indicate who is permitted to enter the FDC service
- signage will alert all adults to adhere to physical distancing requirements
- all visitors must adhere to our Handwashing Policy and wash their hands upon arrival and departure of the service

LATE COLLECTION OF CHILDREN

- if parents/guardians know they are going to be late, they must notify the FDC educator and make arrangements for someone else authorised to collect child
- if parents/guardians have not arrived within 30 minutes of the child's booking ending, the FDC educator will attempt to contact them via telephone. If the FDC educator or Coordinator is unable to contact parents/guardians and the child has not been collected, alternative contacts as listed on the enrolment form will be contacted to organise the collection of the child
- late collection fees may be charged for the child which do not attract CCS
- due to licensing and insurance purposes, if by 6:00pm neither the parent/guardian or any authorised nominee are available or contactable and the educator has other commitments, the Coordinator/Approved Provider may need to contact the police and other relevant authorities.
- where families are continually late to collect children, a Late Collection of Children letter will be presented to parents/guardians
- should this non-compliance continue, the FDC Service reserves the right to terminate a child's enrolment.

SOURCE

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