

## 4.5 DELIVERY AND COLLECTION OF CHILDREN AND PARENTAL ACCESS

**Policy No:** 4.5

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**PURPOSE** To protect the safety and well being of children in care

**POLICY** Educators and parents follow procedures which ensure that children only leave the premises with authorised persons; parental access to children is available during care hours

### PROCEDURES

#### 1. DELIVERY AND COLLECTION

- 1.1 the enrolling parent provides the personal details of themselves and other parent if appropriate; parents whose name has been recorded on the enrolment form are authorised to collect their child from care
- 1.2 a person claiming to be a child's parent who is not identified on the enrolment form is not authorised to collect the child unless they supply the coordination unit proof of identity corresponding to the details on the child's birth certificate and if applicable, certified copies of Court Orders which identify the times when that parent has the care and control of the child; the coordination unit verifies the conditions of the court orders before the person can collect the child
- 1.3 a parent who has been identified on the enrolment form will continue to be authorised to collect a child until such times as the nominated supervisor is supplied with Court Orders which state the parent no longer has care and control of the child or other such evidence to the satisfaction of the nominated supervisor is received which indicates that the parent no longer has care and control of the child
- 1.4 the enrolling parent provides details of any authorised nominee to collect child from care on Child Enrolment form; educator receives enrolment forms prior to child commencing care
- 1.5 educators are responsible for the children in their care during the actual hours of attendance; educator's must have the attendance records available for parents to sign the correct time, at all handover times, including when handover is at a place other than the educator's residence
- 1.6 if any change to authorised nominees is required, parents provide written authorisation to the educator using the Change of Authorisation Details form; educator forwards this information to the coordination unit
- 1.7 educators are to be available to receive children into care and farewell the child on departure at the appointed times

- 1.8 parents complete Before and After School Transport Arrangements form and provide to the educator prior to their child/ren commencing before and/or after school care. Refer to Excursion/Regular Outing/Transport policy
- 1.9 parents are to notify educators in advance if their child does not require collection from school on a particular day eg. The child is home sick
- 1.10 an Excursion/Regular outing/Transport risk assessment and Authorisations are required if an educator delivers and/or collects children from their home
- 1.11 parents must sign the attendance record at delivery and/or collection times
- 1.12 parents should notify the educator if they expect to experience any delay in regular collection time

## **2. UNEXPECTED CIRCUMSTANCES**

- 2.1 all fences and gates surrounding the designated FDC play area must be designed to prevent intruders entering and prevent children leaving the area unsupervised; during outdoor play, all gates must be securely locked to prevent intruders entering the play area; when children are indoors, all exit doors must be securely locked to prevent intruders entering the home
- 2.2 educators are to notify parents and the coordination unit if a before and after school care child does not arrive at the educator's home by a specified time, or if a child is not present at their normal collection point at a specified time
- 2.3 only those persons authorised in writing and parents have identified on the enrolment form may collect a child from care; if parents are unable to provide written notice they can verbally provide the educator with the name and address of the person authorised to collect to enable the educator to check identity before releasing the child
- 2.4 if a parent/authorised nominee fails to collect a child at their appointed time and does not notify the educator of any change to arrangements, educator is to:
  - 2.4.1 attempt to contact the parents/s or authorised person/s to enable collection
  - 2.4.2 if no response, educator must contact the coordination unit
  - 2.4.3 educators must continue to attempt parental contact on a frequent basis
  - 2.4.4 if no response from the parent/s or authorised person/s within two hours, or if the educator is unable to continue the care, call the coordination unit
  - 2.4.5 the police will be notified
- 2.5 if a parent/authorised person appears to be under the influence of alcohol or another drug which may impair their ability to drive or care for the child and a educator fears for the safety of the child or the other children in care, educator will suggest that another authorised nominee be called to enable safe collection of the child
- 2.6 the educator will contact the coordination unit for assistance and notify the police and /or the Community Services Helpline, if the person leaves with the child or continues to pose a threat

### 3. PARENTAL ACCESS

#### Parent Requirements

- 3.1 the enrolling parent must supply the coordination unit with a copy of any court order which prohibits any person from having contact with the child
- 3.2 the enrolling parent can request that information about their child and/or general Family Day Care information be forwarded to the non-enrolling parent; both parents are entitled to information about the health, welfare and conduct of the child unless forbidden by court order; a parent not identified on the enrolment form must provide proof of identity and parental status before information can be released

#### Educator requirements

- 3.3 only those persons authorised in writing (on child's enrolment form) may drop off or collect a child from care. In the event that there needs to be an unauthorised person drop off or collect a child from care the authorised person will be required to inform the educator of the details of the person to do this (name, relationship with the child), this information would preferably be in writing / text message / email. However if this is not practicable the directive can be received by phone. The educator is to request the person identifies themselves e.g. drivers license or other documentation
- 3.4 a educator must not allow entry to the premises of their service to a person who has been forbidden by court order from having contact with a child attending their service; an educator must not give any information concerning the child and must not permit them to collect the child
- 3.5 if any unauthorised person enters or attempts to enter the premises while the family day care service is being provided, educators have the right under common law to ask the person to leave the property; if the unauthorised person refuses to leave the property then the educator will contact the police about a trespasser being present
- 3.6 an unauthorised person seeking to collect a child from the service will be referred back to the coordination unit to seek further clarification regarding contact
- 3.7 if an unauthorised person gains access to the service and removes children from care, the educator will contact the parent/coordination unit and then the police

#### Coordination Unit requirements

- 3.8 when required the coordination unit will consult with the nominated Approved Provider of the service on the validity of the documents provided by the parent/s and their relevance to the provision of care; if required, the coordination unit will provide the educator with a written direction detailing the requirements of any legal court orders supplied to it, including whether any person has been forbidden from contact with the child at the educators premises
- 3.9 the coordination unit will inform the parent who has previously been authorised to collect a child that their authorisation to collect a child has been revoked