Hills Grammar

Delivery and Collection of Children Policy

Policy Statement

An accurate record of child attendance is crucial to ensure that there is a record of the children being cared for by the ECEC and that the correct child / staff ratios are being met at all times. In addition, the ECEC will implement practical and safe approaches during the arrival and departure of children to support a smooth transition between home and ECEC.

Rationale

The educators and staff at the ECEC endeavour to provide a consistent and predictable environment for families at arrival and departure times. All children are required to be signed in and out of the ECEC by an authorised adult each day using electronic sign in (ESI) on the iPads provided. Educators aim to support families settling into the ECEC each day through continuity of care, which will be facilitated through staff rosters and familiar educators.

A child may only leave the ECEC premises under the following circumstances:

- A parent / guardian or authorised nominee collect the child
- A parent / guardian or authorised nominee provides written authorisation for the child to leave the premises
- A parent / guardian or authorised nominee provides written authorisation for the child to attend an excursion
- A parent / guardian or authorised nominee provides written authorisation for transportation of the child
- The child requires medical, hospital or ambulance treatment, or there is another emergency

Strategies

The Nominated Supervisor will:

- Ensure that the ECEC operates in line with the Education and Care Services National Law and National Regulations with regards to the delivery and collection of children.
- Provide supervision, guidance and advise to ensure adherence to the arrival and departure of children at all times.
- Oversee that all enrolment forms are completed before each child commences care including but not limited to information about the child's parent / guardian and authorised nominee/s.
- Communicate to the families the opening and closing hours of the ECEC (7:30am-6:00pm).
- Contact the ICT department if the server is down which affects the electronic sign in.
- Ensure children are adequately supervised and are protected from harms or hazards.
- Check the electronic sign in and reconcile the sign in with the ratios in each room ensuring that each child is either signed in or marked as absent. This information is then cross checked in Hubworks before submitting session reports each week.
- Ensure children do not leave the premises except in accordance with the National Regulations.
- Ensure accuracy of attendance records.

- Ensure that a parent of a child being educated and cared for by the ECEC may enter the premises at any time when the child is being educated and cared for – except when:
    - Permitting entry would pose a risk to the safety of the children and educators
    - When the parent is prohibited by a court order from having contact with the child
- Ensure an unauthorized person does not remain at ECEC while children are present.

Educators will:

- Greet families and children upon arrival and briefly discuss the child's needs for the day, to create consistency between home and the ECEC.
- Support children to farewell their families, and to participate in a play experience which support the process of separation for both families and children.
- As children leave each day, educators will be available to greet families and to briefly discuss their child's day. Any important messages will be passed on to families, including changes in the child's routine, accident reports or medication needs.
- Educators will check all children have been signed in and out of the ECEC routinely throughout the day. In addition to this, educators will check the ESI and cross check this against the ratios in the room at the end of their shift time.
- If a parent doesn't use the electronic sign in to sign their child in or out, an educator will do so and the child's parent / guardian will be required to confirm this action when they next sign their child in or out.
- If the server is down which will affect the electronic sign in, ECEC educators will ask families to sign their child in and out using the daily communication chart located near the sign in desk. Educators will move this information into the electronic sign in once the server is operating again.
- When educators and children leave the ECEC premises to walk through the Hills Grammar campus, educators will use the daily communication chart to indicate in writing which child is leaving the premises. The daily communication chart will be photocopied and taken with the group walking through the campus. The original copy will be kept at ECEC. In the event of an emergency, educators and staff will be able to identify the location of all children enrolled in ECEC.
- Prior to closing the ECEC, educators will check each room to ensure there are no children.
- Prior to closing the ECEC, educators will verify all children have been signed out of the ECEC on the electronic sign in. If a child is not signed out, educators will communicate that they witnessed the child departing the ECEC with their parent / guardian. Educators will sign the child out using the electronic sign in. Parents / guardians will be required to verify that an educator signed their child out before signing their child into ECEC on their next day of care.
- If a parent provides written consent for a person other than a nominated person to collect their child, educators need to check the written consent against their drivers license, photocopy the drivers license and file this information in the child's individual enrolment file.
- The ECEC Manager or delegate will enter the details of any nominated persons being given permission to collect a child from ECEC into the Child Care Management System. Details include the person's name and mobile number. These details will only be entered when a parent has given written consent for the nominated person to pick their child up from ECEC.
- No child will be released into the care of any persons not known to educators. If educators do not know the person by appearance, the person will be asked to produce their driver's license to prove that they are the person authorised to collect the child on the enrolment form.
- Children are not to be released into the care of persons not authorised to collect the child, e.g. in court orders concerning custody and access.
- If a parent or nominated person appears under the influence of drugs or alcohol, educators will always act in the interest of safety for the child, themselves and other children in the ECEC.
- It is at the educator's discretion to determine if they believe an authorized person is unable to appropriately care for the child based on the individual case and circumstances.
- Educators can refuse to allow a parent or nominated person to enter the ECEC if it would pose a risk to the safety of the children or other educators.
- If a parent or nominated person enters the ECEC and poses a risk to the safety of the children or other educators, educators will respond appropriately by:
    - Notifying the Responsible Person as soon as possible.

- The educators or Responsible Person may ask the parent or nominated person to wait in the ECEC reception area or office.
- During this time, the educator or Responsible Person will attempt to contact another parent or nominated person to collect the child.
- If the behavior of the parent or nominated person continues to be unsafe, an educator can contact the Police.

Families will:

- Recognize that the parent / guardian or nominated person is responsible for signing each child in and out of the ECEC at the time of arrival and at the time of departure using the electronic sign in on the iPads provided.
- Call or email the ECEC if their child will be absent.
- Verify their child's absence on the electronic sign in for the day they were absent when their child returns to ECEC.
- Leave their child in the direct care of the ECEC educator on arrival.
- Be encouraged to communicate any changes of family arrival and departure routines with staff.
- Give prior written notice where the person collecting the child is someone other than those recorded on the enrolment form.
- Write or email the Nominated Supervisor with the name, address and mobile number of the person they are allowing to collect their child. Upon arrival, the person collecting needs to provide photo identification to staff.
- In emergency situations when the parent is unable to email staff, the parent needs to phone ECEC and give verbal permission for another person to collect their child. Details need to include the name and if possible, the address and phone number of the person they are allowing to collect their child. This permission must be heard by the Nominated Supervisor / responsible person and by another staff member. Upon arrival, the person collecting needs to provide photo identification.
- Provide ECEC with any court orders relating to their child and ensure the enrolment form is completed upon enrolling into ECEC.
- Upon drop off, parents / guardians are encouraged to be consistent particularly if children are finding it challenging to separate.

Statutory Legislation and Considerations

Education and Care Services National Law Act 2010

Education and Care Services National Regulations

Guide to the National Quality Standard ACECQA

Sources

Community Early Learning Australia www.cela.org.au

Australian Children's Education and Care Quality Authority (ACECQA) www.acecqa.gov.au

Australian Childcare Alliance www.childcarealliance.org.au

Review

This policy is reviewed by management, employees and families as required or when legislative requirements change.

Families and staff are essential stakeholders in the policy review and will be given opportunity and encouragement to be actively involved.