



Delivery and Collection of Children Policy & Procedure (appendix)

Department Policy Reference: Please note, this policy and procedure appendix must be read in conjunction with and compliments the Department's attendance, delivery and collection of preschool children, and related policies and documents, and should be referenced collectively.

Purpose

To ensure the safe delivery and collection of children at South Port Kindergarten.

Aims

- To provide for the efficient operation of the service, ensuring that children are delivered and collected within the official opening hours of 8:30am and 3:00pm.
- To maintain the services legal responsibilities and duty of care to every child.

Procedure

Delivery of children:

- The parent/caregiver, or adult responsible for taking the child to kindergarten, must accompany them inside the entry gate, communicate with a staff member on arrival and sign the child's attendance record before leaving the premise.
- Once a child is signed into kindergarten, staff take responsibility for the child's health, safety and wellbeing after the parent/caregiver's departure and for the duration of their absence.

Collection of children:

- On collection and after signing the child's attendance record, responsibility of a child's health, safety and wellbeing will be released by staff to parents/caregivers or authorised persons only.
- A child will not be released to a person under the age of 18 years old or anyone who is suspected of being under the influence of alcohol or drugs.

Should this occur, staff are required to:

- ❖ Alert the Director or Nominated Supervisor.
- ❖ Discuss this policy and concerns they have about the safety of the child.
- ❖ Phone an alternate authorised person/s to come and collect the child.
- ❖ Phone SAPOL if the person's behaviour escalates or becomes threatening.
- ❖ Keep the child calm and move them away from the situation, if required.

The service will keep record of children's attendance, arrivals and departures, with the signature of the person responsible for verifying the accuracy of the record or the person collecting the child. Where a parent/caregiver or authorised person forgets to sign their child in-or-out of the session, staff will complete this task to ensure the attendance records maintain accuracy at all times.

Authorised Persons

- An authorised person is any adult over the age of 18 years old and who must be listed on the child's enrolment form by the enrolling parent/caregiver.
- It is the parent/caregiver's responsibility to keep the kindergarten informed of any changes to the list of authorised collection people. This must be documented.

- If someone not stated on the enrolment form is collecting the child, it is the parent/caregiver's responsibility to inform staff of the person's name and telephone number on or prior to the end of day. If staff have not previously met that person, photo identification will be requested and must be sighted before the child is released. If the person questions this process or expresses frustration about the delay, staff are to refer to this policy and procedure.
- If someone unknown to staff attempts to collect a child, the parent/caregiver will be contacted, and verbal permission sought before releasing the child. Children will not be released until a person's identity is established and permission has been granted by the parent/caregiver. If contact cannot be made with the parent/caregiver at the time, staff are required to record the full name (first and last) of the person taking responsibility for the child.
- Where a process occurs that is not in-line with the 'typical' procedures stated within this policy and procedure, staff must document their communication and process, and maintain this record for future reference.

Late Collection of Children

- Parents/caregivers must contact the kindergarten if they are going to be running late. Children can become distressed when parents/caregivers are running late, and it is important for their wellbeing to know that parents/caregivers have contacted staff.
- If parents/caregivers believe that they may be running late, wherever possible, it is recommended that they arrange for someone else to collect their child and to let staff know about these arrangements. Refer to the above, regarding authorised persons.
- If no alternative arrangements have been communicated by the parents/caregivers and they are absent by the end of the collection period, staff will firstly try contacting the enrolling parent/caregiver/s to establish collection of the child. Should no contact be achieved, staff will phone other authorised people listed on the child's enrolment form. If no contact with any authorised people has been made by 3:45pm, staff will phone SAPOL for further instructions. During this time, staff will continue to attempt contact with parents/caregivers and other authorised persons, within reasonable intervals, and provide support to the child.

Court Orders

- Any parent/caregiver gaining a Court Order or injunction against the access of their spouse, ex-spouse or other adult to the child, must inform the kindergarten and provide a copy of the Court Order as evidence of the legal arrangements. This person will then be removed from the child's enrolment form. Staff will not release a child to an adult who has been legally denied access.
- In the event that a person with a Court Order in place attempts to collect the child, staff will:
 - ❖ Alert the Director or Nominated Supervisor.
 - ❖ Explain that they are aware of the Court Order and ask them to wait off the premise.

- ❖ Phone the child's primary parent/caregiver and notify them of the situation.
- ❖ If the person's behaviour escalates or becomes threatening, staff will phone SAPOL.
- A parent cannot be denied access to their child if they are listed as an enrolling parent/caregiver or authorised person on the child's enrolment form and the kindergarten does not have an official copy of the custody order that legally evidences a change in custody arrangements.

Related Reference Documents:

National Quality Standard and Regulations

- National Quality Standard 2.3
- Regulation 168 (2) (f)
- Related key regulations 99, 158, 160, 176

Policy and Procedures

- Attendance, delivery and collection of preschool children
- Attendance recording procedure for preschools
- Acceptance and refusal of authorisations policy
- EYS Guide to record attendances
- Camps and excursions
- Camps and excursions policy
- Camps and excursions procedures
- School transport policy

Sources:

Department for Education related policies and procedures as listed above
 South Port Kindergarten children (children's voice/consultation where appropriate)

South Port Kindergarten families and community users

South Port Kindergarten qualified teachers and educators / staff team

South Port Kindergarten Governing Council

Approved by Governing Council: 07/12/2022

Chairperson: Louise Mallabar

Approved by Director: Marissa Neeb

Next review date: December, 2023