

Delivery and Collection of Children

Legislation:

Children & Community Services Act 2004 – clause 9; 199
Education and Care Services National Law (WA) Act 2012 165A;167; 175; 189
Education and Care Services National Regulations 2012; 99; 158; 168; 176
National Quality Standard, elements; 2.3,2.3.1,2.3.2

Policy Statement:

Unicare implements policies and procedures to ensure every child's safety and wellbeing during delivery to and collection from service and during excursions. Educators must abide by these policies and procedures.

Strategies for Implementation:

- On arrival at the service families must report directly to an educator and sign in their child.
- Educators will welcome families and children on arrival and seek to engage them in the days planned activities.
- Medication must be given directly to an educator who will ensure the family completes the Medication Record form and store the medication appropriately.

Attendance Records

- **Accurate attendance records will be kept and checked each day.**
- **The enrolling parent/guardian or authorised person who delivers the child to the service or collects the child must sign/initial the child's attendance time of arrival and departure.**
- Where families fail to complete the attendance record an educator from the service will sign/initial the child's times of arrival and departure. (Education and Care Services National Regulations 2012 158)
- Families will be required to countersign attendances regularly when they are signed by an educator on their behalf.

- If a child does not attend for any reason the service will enter the type of absence on the attendance record and preferably the parent must verify the absence by signing/initialling the attendance record and providing the necessary documentation.
- Parents who do not complete the attendance records will not be eligible to claim Child Care Benefit. (Refer to the Child Care Services Handbook – Accountability Requirements.)

Authorisations for Collection of Children

- **The names and contact numbers of all persons authorised to collect children from Unicare must be included on the enrolment form. Any changes to these authorities must be advised in writing to the service by the enrolling parent as soon as possible.** (Education and Care Services National Law WA Act 2012 165A)
- If the enrolling parent arranges for an authorised person to collect their child from the service, they must contact Unicare to advise of this arrangement and confirm who will collect the child.
- If Unicare has not been notified and someone other than the enrolling parent arrives to collect the child the Nominated/Certified Supervisor or Senior Educator will contact the enrolling parent to obtain their authorisation which will be in writing wherever possible. **The child will not be released until the enrolling parent's authorisation has been obtained.** If the authorised person is not known to Unicare, the enrolling parent will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.
- Only an authorised person above the age of 18 can collect the child/ren.

Late Collection

- Unicare's opening hours are clearly displayed at the entry to the service, children cannot be delivered before or collected after this time.
- Parents/Guardians who are unavoidably detained and are unable to collect their child at the agreed collection time must contact the service to advise of their lateness and expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another authorised adult to collect the child and advise the Service of this arrangement.
- If the parent/guardian has not contacted Unicare and the child has not been collected by closing time, Unicare will attempt to contact the parent/guardian or if this is not possible the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection

- Parents/Guardians will be charged a \$100 late collection fee if the child is not collected by closing time, unless there are extenuating circumstances. The waiving of this fee is at the discretion of the Director.
- If no-one can be contacted and the child has not been collected 30 minutes after Unicare's closing time of **6.15pm**, Educators will follow the **Procedure for late collection**.
- When a parent/guardian is continually late to collect their child, the Nominated Supervisor/ Executive Director/ Assistant Director will discuss other child care options with the family. Extreme cases of late collection may result in cancellation of the place at Unicare.

Procedure for late collection

- If a child has not been collected 30 minutes after closing time of 6:15pm and the parents/guardians or emergency contacts have not been able to be contacted, the Certified Supervisor present will ensure:
 - The Approved Provider, Nominated Supervisor or senior Certified Supervisor will be contacted to decide what action needs to be taken.
 - Where possible for the protection of both educators and children two educators will remain with the child. The Educators experience, qualifications and children's needs will be taken into consideration when deciding this.
 - Educators will care for the child's needs, in relation to food, rest and wellbeing. Children will be reassured and made comfortable, educators will occupy the child with activities and games.
 - Educators will remain with the child until contact with the family or emergency contacts have been made. In the event that an educator needs to leave management will organise for a replacement educator to care for the child.
 - Unicare may decide to contact the police to assist to locate the family.
 - When all possible attempts at contacting the family or emergency contacts are unsuccessful, Management will contact the Department for Child Protection <http://www.dcp.wa.gov.au> Crisis Care 9223 1111 to develop an agreed action plan.
 - Unicare will communicate regularly with the Department for Child Protection to update them on the situation and advise them of the outcome.

On Going Strategies:

- The policy on late collection of children will be highlighted to parents at the time of enrolment, and provided in writing on request.

- The Service requires families to ensure their own and emergency contact numbers are current at all times. Regular reminders will be implemented through newsletters, emails and an annual update.
 - Families are encouraged to nominate additional emergency contacts, who they expect would be available to assist in an emergency. This could include relatives, friends and trusted neighbours.
 - This policy is reviewed regularly in consultation with educators, and agreement is reached as to how the staffing of late collections will be managed. Management understands that an educator's personal situation may limit their ability to remain at the Service after hours, and will not impose pressure on educators to unwillingly take on these extra duties.
-

ACTION PLAN:

| TIME | ACTION |
|--------------------------------------|---|
| Closing Time | <ul style="list-style-type: none"> • Telephone: <ul style="list-style-type: none"> - Parents/Guardians/Emergency Contacts |
| 30 minutes after Closing Time | <ul style="list-style-type: none"> • Contact Director/Assistant Director/senior Certified Supervisor • If unable to remain with child/children at the Service liaise with management to organise a replacement. • Contact DCP Crisis Care 9223 1111 to create a plan of action. • Contact local police to advise and request assistance. This could be checking for car accidents/attending the residential home. • Continue at intervals to contact: <ul style="list-style-type: none"> - Parents/Guardians/Emergency Contacts - Crisis Care in accordance with agreed Action Plan |
| On collection of child | <ul style="list-style-type: none"> • Child/ren to be signed out at collection time • Contact Management & local Police to advise of outcome. • Notify DCP Crisis Care of outcome. |