

## ARMIDALE OUT OF SCHOOL HOURS CARE

### *Delivery and Collection of Children and Parental Access Policy*

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| <b>Related documentation</b><br><b>Policies:</b> | Child Protection, Authorisations and Refusals, Emergency Evacuation/Lockdown, Privacy                          |
| <b>Regulation/s/ Standards:</b>                  | Education and Care Services National Regulations 99, 157, (3) (4), 159, 160<br>NQS 2.2, 2.2.1, 2.2.2 and 2.2.3 |
| <b>Related procedures:</b>                       | Workplace Health and Safety  |
| <b>References:</b>                               | NSW Office of the Children’s Guardian  |
| <b>Date effective</b>                            | August 2022  |
| <b>Date for review</b>                           | April 2023   |
| <b>Purpose</b>                                   | To ensure the safety and wellbeing of all children using Armidale Out of School Hours Care.                    |
| <b>Responsibility</b>                            | Management, Nominated Supervisor, Responsible Persons, Educators and Families                                  |

#### **Key information:**

Armidale Out of School Hours Care will ensure that accurate records of children’s attendance are maintained; these will record each child’s name and the date and time they arrive and depart. We will ensure that all attendance records are signed by the person who delivers or collects the child, a nominated supervisor or educator.

Children are only permitted to leave the service premises if:

- they are given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee
- they leave in accordance with the written authorisation of the child’s parent or authorised nominee;
- they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee;
- they are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.

## **Delivery and Collection**

### **Family Responsibilities:**

- The enrolling parent must provide their personal contact details on the enrolment form along with the name and contact details of their partner (if applicable) and any other responsible adult who is authorised to deliver and collect the child. Authorised persons' details need to include addresses and email addresses;
- A person claiming to be the child's parent who is not identified on the enrolment form is not authorised to collect the child unless they supply the Nominated Supervisor, Responsible Person or Management with proof of identity corresponding to details on the child's birth certificate and, if applicable, certified copies of Court Orders which identify times they have care and control of the child. Management will need to verify the conditions of the Court Order before the person can collect the child.
- A parent who has been identified on the enrolment form will continue to be authorised to collect the child until such time as the Nominated Supervisor, Responsible Person or Management unit is supplied with Court Orders which state they no longer have care and control of the child.
- The enrolling parent can ask Management or the Nominated Supervisor to forward information about the child to the non-enrolling parent. Whilst it is acknowledged that both parents have a right to information unless forbidden by a court order, a parent who is not identified on the enrolment form must provide proof of identity, and parental status before information will be released.
- If there is a change in authorised nominees, the enrolling parent must provide this information to the Nominated Supervisor, Responsible Person Management Supervisor in writing.
- Families need to notify the Nominated Supervisor or Responsible Person if their child does not require collection from school on a particular day, e.g. if the child did not attend school due to illness.
- Families need to notify the Armidale Nominated Supervisor or Responsible Person if they are running late to collect their child on 0437 502907. Penalties may be charged for failure to notify the absence of a child.

### **Nominated Supervisor/Responsible Person:**

- Must not prevent the parent of a child from entering the premises when the child is in care unless the parent's entry would pose a risk to the safety of the children, or if they are aware that the parent is prohibited from contact by a Court Order.
- Are responsible for the children in their care during the actual hours of attendance. Electronic or paper attendance records will be available for parents to record and/or confirm exact arrival and departure times.

### **When things go wrong**

- The Nominated Supervisor or Responsible Person must notify the family and Management if an After School Care child does not arrive at the service at the specified time (or if a child is not at their normal collection point at the specified time);

- If a parent is sending an unauthorised nominee to collect their child they must contact the Nominated Supervisor or Responsible Person and provide them with the name and address of the person they are sending; this person's identity will be verified (via a Driver's License or similar form of identification) before the child is released into their care and control;
- If a parent has not informed the Nominated Supervisor or Responsible Person of an unauthorised collection of their child, they will attempt to call the parents (or organisation, in the case of a foster child) to confirm the arrangement. If the parents/ organisation cannot be reached the staff will not release the child to the unauthorised person. If the unauthorised person challenges the Nominated Supervisor or Responsible Person, Management will be contacted and may call the Police.
- If a parent or authorised nominee has not collected a child in care, cannot be contacted and have not advised us that they will be late, the Nominated Supervisor or Responsible Person will advise Management. They will continue to try to contact the parent or authorised nominee and maintain contact with Management. Should these efforts prove unsuccessful Management will contact the Police and the Regulatory body.
- If a parent /authorised nominee appears to be under the influence of alcohol or another drug which may impair their ability to care for the child, the Nominated Supervisor or Responsible Person may suggest that another authorised nominee be called. If the parent or authorised nominee chooses to leave with the child, or if they begin to pose a threat to the staff or children in care, the Police and Management will be called in that order. As a Mandatory Reporter, contact will also be made with the Child Protection Helpline 132 111.
- An unauthorised person seeking to collect a child from the service will be referred to Management immediately.
- The Nominated Supervisor has the right under common law to request that an unauthorised person leave their premises. If the person refuses to leave, the Police will be contacted and advised that a trespasser is present.
- If an unauthorised person removes a child from care, the Police, management and the child's family should be contacted immediately.
- A person who has been forbidden by a court order from having contact with a child in care will not be granted access to the care environment, provided with any information about the child nor allowed to collect the child.

**Management responsibilities:**

- When required to do so, Management reserves the right to seek legal advice about the validity of the documents provided by the parent/s and their relevance to the provision of care.
- If required to do so, the Management will provide the Nominated Supervisor with written advice detailing the requirements of any legal court orders supplied, including whether any person has been forbidden from contact with the child at the service