

ARMIDALE & DISTRICT FAMILY DAY CARE

Delivery and Collection of Children and Parental Access Policy

Related documentation Policy/policies:	Child protection policy Authorisations and refusals policy Emergency evacuation (critical incident) Policy Privacy policy
Regulation/s/ Standards:	Education and Care Services National Regulations 99, 157, (3) (4), 159, 160 NQS 2.2, 2.2.1, 2.2.2 and 2.2.3
Related procedures:	Workplace health and safety procedure
References:	NSW Office of the Children's Guardian
Date effective	April 2023
Date for review	April 2025
Purpose	To ensure the safety and wellbeing of children in education and care.
Responsibility	Educators, Educator Assistants, Staff

Key information:

Parents need to be able to access the Educator's service during the hours education and care are provided and Educators and Families need to follow procedures which ensure that children only leave the Educator's service with authorised persons.

Policy:

Delivery and Collection

Parents

- The enrolling parent needs to provide their own personal contact details on the enrolment form along with the name and contact details of their partner (if applicable) and at least one other responsible adult who is authorised to deliver/ collect the child to/from care (authorised person). Contact details provided need to include the email addresses for everyone who may be delivering to or collecting the child from care, so that an identifying PIN can be created to assist completion of attendance records. Contact details will be supplied to the Educator as part of the Complying Written Arrangement (Contract).
- 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 Coordination Unit 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. The Coordination Unit 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/Coordination unit is supplied with Court Orders which state they no longer have care and control of the child.
- The enrolling parent can ask the Coordination Unit to forward information about the child or general family day care information 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, Parents need to advise the Educator in writing. The Educator must then inform the Coordination Unit.
- Parents using before or after school care with a Family Day Care Educator need to ensure that they have signed appropriate forms relating to the child's transport from and to the Educator's premises.
- Parents need to notify the Educator 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.
- Parents need to notify their Educator if they are running late to collect their child.

Educators

- A Family Day Care Educator must not prevent the parent of a child from entering their premises when their child is in care unless the parent's entry would pose a risk to the safety of the children or the Educator is aware that the parent is prohibited from contact by a Court Order.
- Educators 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.
- The Educator will need to add School Transport to their list of Routine Excursions if they themselves are providing this transport.
- Fences and gates surrounding the play area must be secure and designed to prevent intruders from entering or children leaving the area unsupervised. During outdoor play, gates must be locked to prevent intruders from entering the area. When children are indoors all exit doors must be locked to prevent children from leaving unaccompanied or intruders from entering the home.

When things go wrong

- Educators need to notify the family and the Coordination Unit if a Before or After School Care child does not arrive at the Educator's home 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 Educator and provide them with the name and address of the person they are sending and the Educator will need to verify this person's identity (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 Educator of an unauthorised collection of their child, the Educator should 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 Educator

should not release the child to the unauthorised person. If the unauthorised person challenges the Educator, the Educator is advised to call the Police and the Coordination Unit.

- If a parent/authorised nominee has not collected a child in care, if they have not advised the Educator that they will be late and cannot be contacted the Educator is advised to call the Coordination Unit on 6772 5300 or 0417550072 after hours. Educators should continue to try to contact the parent/authorised nominee and call the Coordination Unit again if this is unsuccessful. After an hour has elapsed the Educator is advised to contact the Police and the Coordination Unit.
- 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 Educator 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 Educator or other children in care, the Educator should call the Police and the Coordination Unit for assistance. As a Mandatory Reporter, they may also contact the Child Protection Helpline 132 111.
- An unauthorised person seeking to collect a child from the Educator's service will be referred to the Coordination Unit to seek clarification regarding contact.
- The Educator has a right under common law to request that the unauthorised person leave their premises. If the person refuses to leave the Educator will contact the Police and advise them that they have a trespasser present.
- If the unauthorised person removes the child from care the Educator will contact the Police the parent and the Coordination Unit.
- An Educator must not allow entry to their service of a person who has been forbidden by a court order from having contact with a child in care. They must not provide the person with any information about the child or allow them to collect the child.

Coordination Unit requirements

- When required to do so, the Coordination Unit will 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 Coordination Unit will provide the Educator with written advice 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 Educator's premises or at a Family Day Care venue such as play session.