

ARMIDALE FAMILY DAY CARE

Delivery and Collection of Children and Parental Access Policy

<p>Related documentation Policies:</p> <p>Regulation/s/ Standards:</p> <p>Related procedures:</p> <p>References:</p>	<p>Child Protection and Child Safe Policy (including Providing a Child Safe Environment) Authorisations and Refusals, Enrolment and Orientation, Incident, Injury, Illness and Trauma, Excursion, Transport and Motor Vehicle.</p> <p>Education and Care Services National Regulations 86, 87, 99 – 102, 122, 123, 157 - 161, 168 – 172. National Quality Standard Area 2.</p> <p>Workplace Health and Safety, Supervision.</p> <p>ACECQA, Office of the Children’s Guardian.</p>
Date effective	February 2025
Date for review	February 2028
Purpose	To ensure the safe delivery of children to, and collection of children from Educators’ services and that parents and guardians have access to their children at any time that education and care is being provided by an AFDC Educator.
Responsibility	Management, Nominated Supervisor, Coordinators, Educators and Families

Key information:

Children’s safety and wellbeing is of primary importance to AFDC and we will use our best endeavours to ensure the protection of children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons to Educators’ services.

AFDC is also committed to ensuring that parents and guardians have access to their children at any time during the hours that education and care is being provided by an Educator and promotes collaborative, respectful partnerships between Educators and families.

Responsibilities:

Approved Provider

- To ensure that obligations under the *Education and Care National Law and Regulations* are met.
- To ensure that there is an attendance record kept with: each child’s name, the date and time they arrive and depart, the signature of the person who delivers and collects the child, an educator.

- To ensure that there are systems in place so that children only leave the educators' service:
 - 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 a parent or authorised nominee,
 - In accordance with the written authorisation of the child's parent or authorised nominee,
 - If they are taken on an excursion or on transportation provided by AFDC, with written authorisation from the parent or authorised nominee, or
 - If 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.
- To ensure that an enrolment record is kept for each child which contains the information set out in Regulation 160 and 161 of the Regulations, including authorisations from families.
- To ensure all supervision requirements are met during delivery and collection of children from the Educators' service, including relevant educator to child ratios.
- To ensure that a parent who has been identified on the enrolment form has access to their children at any time during the hours that education and care is being provided by an Educator until such times as AFDC is supplied with Court Orders which state the parent no longer has care and control of the child or other such evidence to the satisfaction of AFDC is received which indicates that the parent no longer has care and control of the child.
- To ensure that Management and the Nominated Supervisor are provided with written details of the requirements of any legal court orders supplied, including whether any person has been forbidden contact with the child at the service.
- Should any incidents occur relating to the delivery of children to and collection of children from an Educators' service (e.g. a child being released to someone other than an authorised nominee) to ensure that the response meets all regulatory requirements, including implementation of *Incident, Injury, Illness and Trauma* procedures.
- To take reasonable steps to ensure that copies of the *Delivery and Collection of Children and Parental Access Policy* are readily available to Management Nominated Supervisors, Coordinators and Educators and that they follow the *Delivery and Collection of Children and Parental Access Policy*.
- To notify families at least 14 days before changing this Policy if the changes will:
 - Affect the fees charged or the way they are collected,
 - Significantly impact the service's education and care of children, or
 - Significantly impact the family's ability to utilize the service.

Nominated Supervisor

- To implement the *Delivery and Collection of Children and Parental Access Policy* .
- To ensure that an attendance record is kept with: each child's name, the date and time they arrive and depart, the signature of the person who delivers and collects the child, an educator.
- To implement systems so so that children only leave the educators' service:
 - 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 a parent or authorised nominee,

- In accordance with the written authorisation of the child's parent or authorised nominee,
 - If they are taken on an excursion or on transportation provided by AFDC, with written authorisation from the parent or authorised nominee, or
 - If 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.
- To ensure that an enrolment record is kept for each child which contains the information set out in Regulation 160 and 161 of the Regulations, including authorisations from families.
 - Should any incidents occur relating to the delivery of children to and collection of children from an Educators' service (e.g. a child being released to someone other than an authorised nominee) to ensure that the response meets all regulatory requirements, including implementation of *Incident, Injury, Illness and Trauma* procedures.
 - To ensure that the Educator is provided with written details of the requirements of any legal court orders supplied, including whether any person has been forbidden contact with the child at the service.
 - To ensure that a parent who has been identified on the enrolment form has access to their children at any time during the hours that education and care is being provided by an Educator until such times as AFDC is supplied with Court Orders which state the parent no longer has care and control of the child or other such evidence to the satisfaction of the Nominated Supervisor is received which indicates that the parent no longer has care and control of the child.

Educators

- To be aware of and follow the *Delivery and Collection of Children and Parental Access Policy*.
- To ensure that parents and guardians have access to their children at any time during the hours that education and care are being provided.
- To keep the attendance records with each child's name and the date and time they arrive and depart. To sign the record if the signature of the person who delivers the child cannot reasonably be obtained.
- To ensure that a risk assessment is conducted to identify and assess any risks during a child's travel between the Educators' service and any other education or early childhood service and clearly state who holds the duty of care for children during these periods of travel.
- To notify the Nominated Supervisor if a Before or After School aged child does not arrive at the Educator's home or is not at their normal collection point at the specified time.
- To ensure that, when leaving the service, children are:
 - Given into the care of a parent, an authorised nominee named in the child's enrolment record or a person authorized by the parent or authorized nominee, or
 - Given into the care of a person in accordance with the written authorisation of the child's parent or guardian or authorized nominee.
- Comply with the requirements of any legal court orders supplied, including whether any person has been forbidden contact with the child at the service.

- To ensure that all supervision requirements are met during travel to and from Educators' services, including relevant educator to child ratios.
- To ensure that an enrolment record is kept for each child which contains the information set out in Regulation 160 and 161 of the Regulations, including authorisations from families.
- To communicate any changes to travel routines (e.g. different walking routes) to the Nominated Supervisor.
- To be aware of the requirements should any incidents occur.

Families:

- To be aware of and follow the *Delivery and Collection of Children and Parental Access Policy*.
- To respect the privacy of educators and their families. Private areas of the Educators' residence are not to be accessed by families unless invited by the educator.
- Provide authorisations in their child's enrolment form and ensure the information is kept up to date.
- To deliver and collect their child within the agreed hours booked with the Educator and to notify the Educator if they are going to be late in collecting their child.
- Complete the attendance record when their child arrives and leaves, including the date and times they arrive and depart and their signature or PIN.
- To communicate any changes of circumstances that may impact AFDC practices related to the travel of their child between the Educators' service and any other education or early childhood service, for instance, if the child is absent from care and will not be attending an Educator's care.
- To provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

Unexpected Circumstances and Exceptions:

If an Educator believes that parent's entry would pose a risk to the safety of themselves or the children in care, or if they are aware that the parent is prohibited from contact by a Court Order they should notify Management or the Nominated Supervisor immediately and place themselves and the children in care into lockdown. AFDC will:

- Attempt to communicate with the child's other parent or guardian or an authorised nominee, and if these attempts are not successful
- Seek assistance from the Police, and
- Provide appropriate support to the Educator while the incident is being dealt with.

If a parent or authorised nominee has not collected a child in care and cannot be contacted, the Educator should notify Management or the Nominated Supervisor. AFDC will use their best endeavours to contact the parent or authorised nominee and maintain contact with the Educator. Should these efforts prove unsuccessful Management will contact the Police and the Regulatory body.

If a parent or 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 should communicate with

Management or the Nominated Supervisor. They will communicate with the person and 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, the Educator will release the child to the parent or authorised nominee and inform Management or the Nominated Supervisor. AFDC will immediately lodge a report with the Police and the Child Protection Helpline 132 111.

If an unauthorised person removes a child from care, the Educator should notify the Police on 000 and Management immediately. The Nominated Supervisor will lodge a report with the Regulatory body within 24 hours of the notification.