



PENNANT HILLS WAR MEMORIAL CHILDREN'S CENTRE

3-7 Shields Lane, Pennant Hills NSW 2120. Telephone : 9484 1133
Postal Address : PO Box 537, Pennant Hills NSW 1715
Email: phwmcc@inet.com.au
ABN 85 129 536 459

PENNANT HILLS WAR MEMORIAL CHILDREN'S CENTRE (PHWMCC) DELIVERY AND COLLECTION OF CHILDREN POLICY

Introduction

This policy relates to the arrival and departure of children to PHWMCC. It is the shared responsibility of staff and families to ensure the safe arrival and departure of children.

A duty of care exists at all times the child is attending a children's service. In addition, PHWMCC has a duty of care to a child while he/she is on the preschool's premises even if he/she hasn't yet been signed into the preschool or has been signed out of the preschool, and is legally under the care and supervision of the parent/guardian.

Aim

PHWMCC will maintain an accurate record of child attendance to ensure that there is a record of the children being cared for and educated each day, and that the correct child/staff ratios are being met.

PHWMCC will ensure practical and safe approaches to the delivery and collection of children to promote a smooth transition between home and preschool, ensure the completion of the required records and confirm the child's presence or absence from preschool. This ensures a child's arrival and departure at the preschool continues their safe care and custody and that PHWMCC is meeting its duty of care obligations under the law.

PHWMCC will support children to settle into the preschool day, in order to then experience quality education and care.

Procedure

Operating Hours

PHWMCC operating hours are 8.15am – 3.45pm. Children may not enter the premises of PHWMCC before 8.15am except to attend special events organised by the Management Committee or by prior arrangement. Children who are collected after 3.45 will be subject to a late collection fee as described in the PHWMCC Fees Policy.

Attendance Sheet

A record of attendance, kept at the PHWMCC, includes:

- date;
- the full name of each child booked to attend for that day;
- arrival and departure times; and
- signature of the person who delivers and collects the child or the nominated supervisor or educator.

Review of the Attendance Sheet

- Staff will regularly review the attendance sheet to ensure its accuracy at all times.

- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- Families will be reminded to complete this record.
- Prior to closing the preschool, two staff members must verify all children have been signed out of the preschool. If a child is not signed out, educators/staff members will check all areas of the preschool and look for indicators such as bags remaining in lockers, to ensure no child remains. Two educators from each class will sign the attendance sheets at the end of each day once the attendance sheets and the rooms have been checked.

Authorised Leaving

A child may only leave PHWMCC under any of the following circumstances:

- a parent/guardian or authorised nominee collects the child
- a parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- a parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- the child requires medical, hospital or ambulance treatment, or there is another emergency.

Authorised Nominees

- On enrolment parents / guardians are to provide the names of two people (aged 16 years or over) who are authorised nominees for the purpose of collecting their child/ren from the preschool.
- Authorised nominees may be required to show photo ID to educators prior to collecting and signing out child/ren.
- When checking ID, staff members are to check the name on the photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- Staff members will not allow anyone other than those listed on the enrolment form to collect a child from the preschool unless the parent or guardian has filled out the authorised to collect section of the attendance, made a phone call to the preschool or written an email, and the person is over the age of 16.
- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.

Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the preschool's care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to PHWMCC and will be stored with the child's enrolment information.

Concerns for the Safety, Health and Wellbeing of Children

Educators and staff will always act in the interest of safety for the child, themselves and other children at PHWMCC. If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the preschool by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

Situations when this may occur include:

- when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child; and
- when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.

The experience for the child and family

- Families will be informed at orientation, and on commencement of preschool, that all children need to be signed in and out as part of regulatory and funding obligations. Families will also be informed that attendance sheets will be used for emergency evacuations and need to be completed by families both on arrival and on departure from PHWMCC.
- Educators will be rostered to ensure continuity of care for the families and children throughout the day. PHWMCC will have a pool of regular casual staff available in the absence of a permanent educator.
- The environment will be set up with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting.
- Families will be greeted on arrival and will have the opportunity to find out about the child's needs for the day.
- Children will be supported to participate in an activity, and assisted with separation as required.
- Educators will welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.
- Communication is essential between educators and families during arrival and departure times to ensure children's safety and quality of care.

Roles and responsibilities

Approved Provider

- Ensure that PHWMCC operates in line with the *Education and Care Services National Law Act 2010* (National Law) and *Education and Care Services National Regulations 2011* (National Regulations) with regard to the delivery and collection of children at all times.

Nominated Supervisor

- Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- Ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards.
- Ensure children do not leave the premises of PHWMCC except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment).
- Ensure that a parent of a child being educated and cared for by PHWMCC may enter the premises at any time when the child is being educated and cared for by the preschool – except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or
 - the supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (as defined in the National Law) is not at PHWMCC while children are present unless the person is under direct supervision.

Early Childhood Educators

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery and collection of children.

Families

- Completely fill in the details of the attendance sheet at the service upon arrival and at the time of departure, including signature.
- Communicate any changes of routine with educators.
- Leave your child in the care of an educator.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.

Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the preschool will review this policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the *Education and Care Services National Regulations*, the preschool will ensure that families of children at the preschool are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the preschool; a family's ability to utilise the preschool; the fees charged or the way in which fees are collected.

Definitions

Regulatory Authority:	Early Childhood Education and Care Directorate
Approved Provider:	Pennant Hills War Memorial Children's Centre Management Committee
Nominated Supervisor:	Director of Pennant Hills War Memorial Children's Centre
Responsible Person:	Nominated Supervisor or an Educator who has been placed in day-to-day charge of the Preschool
Early Childhood Educators:	Teachers and Child Care Workers

Related Legislation	Education and Care Services National Law Act 2010: Sections 165,167 Education and Care Services National Regulations 2011: Regulations 99, 158-159,168(f), 176 Family Law Act 1975 (Cth), as amended 2011 Children and Young Persons (Care and Protection) Act 1998
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Related Guidelines, Standards, Frameworks	National Quality Standard, Quality Area 2: Children's Health and Safety – Standard 2.2 Each child is protected
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Sources	Community Early Learning Australia – Delivery and Collection of Children Sample Policy
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Relevant Documents	PHWMCC Fees Policy PHWMCC Attendance sheet PHWMCC Enrolment Form
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Policy Reviewed:	July 2018
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Next Review Date:	July 2020
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