

POLICY NO. 8 DELIVERY AND COLLECTION OF CHILDREN AND CUSTODY AND ACCESS

Source Material.

Education and Care Services National Regulations 2011 Reg.99; 168 (2) (f)

Occupational Health and Safety Act 2005

Education and Care Services National Act 2010

Background

This Policy applies to the Educators, Families/guardians of children attending any of our service

Late Collection of children has implications for members of our Educators as well as the children as lateness is particularly distressing to the child who is waiting to be collected.

Late collection of children also involves the Service in additional employment costs as at least two Educators must remain with the child until it is collected.

Definitions

Late collection – any non-emergency or emergency situation when a parent is more than 15minutes late to collect a child.

Late collection fee- an amount imposed by the Service for late collection of the child.

Policy Statement

Kekeco Childcare Pty. Ltd. management and Educators are all committed to the safety, well-being and adequate supervision of all children.

Application of late fees are non- discriminatory.

Purpose

For us to fulfil our obligations to parents and children under the Education and Care Services National Regulations , Service Agreement with D.E.T. (formerly Department of Education and Early Childhood Development) and our insurance, we are obliged to have a policy outlining the procedure that will be put into place should any child be:

- 1) Collected late from the Service
- 2) Not collected from the Service due to an emergency or other situation.

Procedures.

The Policy ensures that the Service will at all times, adhere to the Education and Care Services National Regulations 2011 (Part 4.4 Div.3 s121) and section 169 (1) and (3) of the Education and Care Services Act 2010 relating to minimum Educators. When the Service is open to receive children the Service must have on duty at all times a minimum of two Educators who have passed both their Police Check and Working with Children check.

The child must be delivered and collected by a responsible adult (over 16years) who is known to the child.

Only people designated on the daily attendance Sign in Sheets will be allowed to collect the child without prior notice.

Only persons listed on the child's Enrolment Form will be allowed to collect the child from the Service.

The Educators require verbal or written notice if parents make arrangements which differ from the normal routine. Photographic identification will be required on arrival of a person not known to Educators to verify who they are before child can be taken. Parents may also be contacted before release of the child will occur.

No child will be released to any unauthorised person.

No child will be released to any person under the age of 16 years without written consent of the custodial parent.

The attendance roll is a legal document. Parents must ensure that the correct details are given each time a child is signed into the Service. Parents must ensure that they time and sign the children in upon arrival and time and sign them out on departure.

In the situation where a child has not been collected when the Service closes at (6:30pm) and there has been no contact from the parents/ guardian, the Educators shall begin a procedure to ensure that the child can be collected from the Service by a familiar person.

Firstly, every effort will be made to contact the parent or the person expected listed on the daily roll to collect the child. If that person cannot be contacted, and more than 15 minutes have passed, the Educators will then contact the adults on the enrolment form and ask them to collect the child. In this situation a note will be left on the door of the Service so that parents know where their child can be collected from.

Please Note: If neither parents nor emergency contacts can be located to collect the child, the child will remain at the Service with two adults until either the Police or Protective Services arrive to collect the child.

Penalties for Late Collection of children.

Please contact the Service early if there is any reason you are running late (i.e. after 6.30pm).

Due to the fact that we have to pay overtime to Educators who work beyond 6:30pm the Service may instigate a Late Collection fee as follows:

For every 15 minutes or part thereof a fee of \$15.00 will be charged.

This fee is to pay overtime to both of the Educators who have to remain in the Service whilst there is a child present.

Should the Police or community services need to be called then an additional penalty will apply.

Custody and Access

A Parent/Guardian experiencing problems associated with custody and access should discuss this with the Director.

A copy of a current Custody Order is required for our file and we will do our utmost to abide by this.

If there is any likelihood of problems associated with the collection of a child, or any changes to Court orders, the Parent/ Guardian should immediately notify the Director

Door Codes.

Upon permanent enrolment, each family will be issued their own unique family door code.

We ask that you keep this code secure, as the safety of all children in the Service is dependent upon these codes being handled judicially.

Latest update: January 2015