



Delivery, Collection & Authorisations of Children

POLICY STATEMENT

Abbotsford Community Centre will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

Abbotsford Community Centre will request authorisation from families when required to ensure the safety of the children and educators and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given, this will result in the child not being able to participate in the activity. Authorisation is required in written format, however in some circumstances educator's discretion may be used.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a contact of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

Authorisation from families may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
- Children are leaving the service to make their own way home.



PROCEDURES

Delivery of Children:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must sign the child in using an allocated individual PIN, recording the time of arrival.
- Educators will be aware of each child's arrival at the service and exchange any relevant information with the person delivering the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.

Collection of Children:

- Children must be collected by the closing time of the service.
- Any person who is collecting a child from the service must be listed as an authorised nominee with their contact details, with the exception of a medical or other emergency. The collection list must be kept current and updated on a regular basis.
- The authorised nominee/s will be allocated an individual PIN to be used when signing a child out of the Service. When signing a child out, the time and person collecting the child is recorded.
- Written authorisation must be given by the authorised nominee if children have permission to leave the service themselves. In this case, the Director/Responsible Person would sign the child out of the service. However, the Director can use their discretion in this situation if they deem it unsafe for the child to leave the premises unattended and may request the child be picked up by an authorised person.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained as soon as practical however, verbal consent and an identification check will be sufficient in the case of an emergency.



Absent and Missing Children:

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and via the parent handbook.
- If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- Should a child who is on the roll not arrive at the service or not be waiting in the designated area where expected, educators will:
 - Determine if the authorised nominee have notified that the child will be absent, if not already noted.
 - Contact the authorised nominees on the Childs file to determine where the child may be.
 - Ask the other children of their knowledge of where the child might be.
 - Approach the school and ask for information regarding the child's attendance at school.
 - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
 - If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
 - Continue to keep in contact with the school during this time.
 - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
 - If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.



- Educators will notify the Department of Education and Communities within 24 hours of the incident occurring.

Acknowledgement of Children's Arrival:

- Educators will acknowledge children's arrival at the service by recording the child's name and arrival time at the service. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

Authorisations

The Nominated Supervisor, or Responsible Person will:

- Ensure documentation relating to authorisation (permission) from families contains:
 - The name of the child enrolled in the service;
 - The date;
 - Signature of the child's parent/guardian or nominated person who is on the enrolment form;
 - The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable);
 - The original form/letter provided by the service;
- Apply these authorisations to the collection of children, administration of medication, excursions and access to records.
- Keep these authorisations in the child's enrolment record.
- Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained.
- Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
- Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
- In certain circumstances verbal authorisation, may be accepted at the discretion of the responsible person on duty. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child. An email or text message is suitable as written



authorisation. Educators will check the ID of the person nominated to collect the child.

- Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above or if the Director assesses that there may be an unacceptable risk accompanying the authorisation.
- Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered.

CONSIDERATIONS

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S165, 167, 170, 171, 174 R85, 86, 87, 93, 99, 102, 123, 157, 158, 160, 161, 176	Standards 2.1 and 2.2 Elements 2.1.2 and 2.2.1, 2.2.2	<ul style="list-style-type: none"> - Excursion - Child Protection - Administration of Medication - Supervision - Providing a Child Safe Environment - Enrolment and Orientation Policy 	<ul style="list-style-type: none"> - My Time, Our Place. - Service newsletters/ parent notices - Authorisation details on enrolment forms - Attendance records - Medication authorization records - Parent Handbook - Staff Handbook

ENDORSEMENT BY THE SERVICE

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