

## ARRIVAL AND COLLECTION OF CHILDREN POLICY

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## 1 NQS

QA1	1.1.3	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning.
	1.2.1	Educators are deliberate, purposeful, and thoughtful in their decisions and actions.
QA4	4.1	Staffing arrangements enhance children's learning and development.
	4.1.1	The organisation of educators across the service supports children's learning and development.
	4.1.2	Every effort is made for children to experience continuity of educators at the service.
QA5	5.1	Respectful and equitable relationships are maintained with each child
	5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
	5.1.2	The dignity and rights of every child are maintained.
QA6	6.1	Respectful supportive relationships with families are developed and maintained.
	6.1.2	Families are supported in their parenting role and their values and beliefs about child rearing are respected.
	6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
	6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
	6.2.2	Effective partnerships support children's access, inclusion and participation in the program.
QA7	7.1.1	A statement of philosophy guides all aspects of the service's operations.

## 2 National Regulations

Regs	73	Educational program
	86	Notification to parents of incident, injury, trauma, and illness
	90	Medical Conditions Policy
	93	Administration of Medication
	99	Children leaving the education and care services premises
	Division 6A	Safe arrival of children
	168	Safe arrival of children policies and procedures

## 3 EYLF

Principles	Secure, respectful, and reciprocal relationships
	Partnerships
Practices	Holistic, integrated and interconnected approaches
	Responsiveness to children
	Cultural responsiveness
	Continuity of learning and transitions



Symbol indicates children's contributions to policy development.

## 4 Aim

- 4.1 To provide a procedure for arrival and collection of children, which is clear and ensures the safety and well-being of all children in our care.
- 4.2 Ensure that families are informed that they need to follow specific communication procedures to ensure that we can provide adequate supervision and care for their children.

The Kids' Uni Policies and Procedures apply to Kids' Uni North, Kids' Uni South, Kids' Uni CBD, Kids' Uni iC.

## 5 Arrival at the service

- 5.1 While children's daily arrivals at the service may seem routine, research indicates that frequent transitions can cause children a significant level of stress. To ensure a smooth and supportive transition, it is important that children feel secure and connected as they enter the service. Therefore, we ask families to bring their child directly to an educator upon arrival. This helps to minimise stress, provides an opportunity for a positive handover, and ensures children are supported as they separate from their family.
  - 5.1.1 Families are encouraged to spend time in our environments settling their children into the service and handing over their child to an educator. Educators will be positioned around the play spaces to maintain supervision and to be at the children's level to engage with them.
  - 5.1.2 Families and educators are encouraged to develop individual goodbye with children to support their transition into the service.



*Educator: "What helps you feel safe when you arrive at Kids' Uni?"*

*Abigail, 4yo: "When I get a cuddle from my teachers".*

- 5.2 Children are not to be left prior to the service opening.

Service	Opening Time
Kids' Uni North, Kids' Uni South and Kids' Uni CBD	7.30am
Kids Uni iC	8.00am

- 5.3 On arrival, the person bringing the child to the service must sign the child in using the electronic sign in process on the iPad provided. It is essential that each authorised person is entering their own phone number into the iPad. This is the record of who is bringing the child to the service, this record cannot reflect another person.
- 5.4 Any communication with educators can either be recorded on Kinderloop, in communication booklets or communicated through regular morning conversations. This may include any requirements for the day and who will collect the child.

- 5.5 The person dropping off the child is to place their belongings in the child's locker.



*Educator: "What do you do when you arrive at Kids' Uni?"*

*Ava, 4yo: "Put my bag away".*

- 5.6 Should a child require medication of any kind, parents/carers must fill in and sign the medication form and have it sighted and received by an educator.

## 6 Collection of children

- 6.1 Children must be collected and leave the premises by the closing time of the service.

Service	Closing Time
Kids' Uni North, Kids' Uni South and Kids' Uni CBD, Kids' Uni iC	6.00pm

- 6.2 The person collecting the child must sign the child out using the electronic sign in process on the iPads provided. It is essential that each authorised person is entering their own phone number into the iPad. This is the record of who is collecting the child from the service, this record cannot reflect another person.
- 6.3 When families cannot personally collect their child from the service they must notify the service who, from the authorised list on the child's enrolment record, will be collecting their child.
- 6.4 The authorised person is to ensure that all belongings are collected. Educators will assist with this as needed.
- 6.5 Educators will not release the child to anyone who is not authorised without prior consent and in line with this policy.
- 6.6 The authorised person must ensure that an educator is aware that they are taking the child from the service.
- 6.7 If the child is to be collected by a person whose name is not listed on the child's enrolment form as a person authorised to pick up the child, parents or carers must have personally informed the service prior to pick up. This change should be confirmed in writing by email, and the person picking up the child must bring photo identification. (See Emergency Release Form). Families are to update the child's enrolment form via our online platform - Hubworks or authorise staff to do so in writing.
- 6.8 The names and contact numbers of all people authorised to collect the child must be included in the enrolment information on Hubworks (the online enrolment system). Any changes to these must be completed on Hubworks or families can authorise our Admin team to do so in writing.
- 6.9 The authorised person is required to give proof of identification (photo ID such as a driver's license) to educators if they have not seen them previously. Any person wearing a face

covering may be asked to remove this for identification purposes. A private space can be arranged if needed for this purpose.

- 6.10 If there is an emergency and the parent/carer or an authorised person cannot collect the child, the parent/carer must personally ring the service to let the Nominated Supervisor/Responsible Person know.

While on the phone with the parent/carer, the Nominated Supervisor/Responsible Person must be completing *The Emergency Release of a Child Form*. The family member will be required to indicate who will collect the child, give a description and ask the person to provide staff with proof of identity e.g. Driver's License or Proof of Age Card.

The Nominated Supervisor / Responsible person needs to inform the parent that they will need to call them back on the number that we have on file for them to verify that it is in fact the parent making the request.

Administration staff are to also be advised.

- 6.11 If the service has not been notified and someone other than the parent or authorised person comes to collect the child, educators will ring the parent to get his or her authorisation. The child will not be released from the service until proper authorisation has been received. The *Emergency Release of a Child Form* must then be completed.
- 6.12 All persons collecting a child who are not on the child's online enrolment must provide photo ID to the educator who is releasing the child.
- 6.13 Children will not to be released into the care of persons not authorised to collect the child. This includes aligning with court orders concerning custody and access. If an unauthorised person is not willing to leave the premises without the child, the educator will call the police. Educators on Kids' Uni North, South and IC services will also notify UOW Security.
- 6.14 Nominated Supervisors are to ensure that the authorised nominee and authorisation list for each child is kept up to date.
- 6.15 It is our policy that we do not allow anyone under the age of 18 to collect children, unless they are the parents of that child, or unless there is a plan in place that has been approved by the Nominated Supervisor.
- 6.16 If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, the educators are to bring the matter to the person's attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Educators are to suggest that they contact another parent or an authorised nominee from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another Authorised Nominee, educators are to inform the police of the circumstances, the person's name, and vehicle registration number.
- Educators cannot prevent a parent from collecting a child but do have a moral obligation to persuade a parent to seek alternative arrangements if they feel the parent is in an unfit state to accept responsibility for the child.
- 6.17 All children must be signed out by a parent or authorised nominee in order for parents to be eligible for Child Care Subsidy. This also assists educators in knowing who has left the service.

- 6.18 Children may leave the premises in the event of an emergency, including medical emergencies, as authorised as part of their enrolment. They may also leave the premises as part of an emergency drill.
- 6.19 On occasion we receive a request from a family to take their child out to them at collection time because the parent cannot leave the car (for example, they have a sleeping sibling in the car). When we receive a request to do this, we will follow these processes:
- begin by establishing that it is a genuine need where the parent cannot leave the car due to the safety and wellbeing of themselves or another person.
  - assess the situation to determine if there are enough staff present for someone to leave the classroom safely without jeopardising the safety and wellbeing of the children in our care.
  - staff will take the child to the gate of the service only. We cannot take the child to the car, and we cannot be responsible for putting the child in the car or putting on seatbelts.
  - in line with our child wellbeing policy, the staff member must remain within sight or sound of another staff member at all times when they are with the child.
  - the educator must record the child's departure on the sign out sheet and on the Electronic Sign out system. The parent will be prompted to confirm the departure when they next sign into the service.
  - if any of the above conditions cannot be adhered to then the educator needs to inform the family that we cannot meet their request on this occasion.

## **7 Children not signed out**

- 7.1 In the case where the family member/authorised person has omitted to sign a child out, and the educators present did not witness the child leave the service, the educators must take the following steps to ensure the child has been safely collected by a parent/authorised person:
- 7.1.1 Contact educators from the relevant room to clarify who physically witnessed the child leave, with whom and at what time (or estimate).
  - 7.1.2 If educators from the relevant room are unable to clarify the child's collection details educators conducting the service closure are to contact with the child's family to ensure the child has safely left the service.
  - 7.1.3 If unable to contact the family, the educators should notify the Nominated Supervisor before leaving the service.

## **8 Late Collection of Children Fee**

- 8.1 As per our licensing requirements, we are unable to provide care for children after 6:00 PM. We understand that, on rare occasions, families may experience unforeseen delays and be unable to arrive before the service closes. However, when children remain at the service beyond this time, we are required to pay staff overtime. To cover these additional costs, the following late pick-up fees will be applied:
- i. An initial charge of \$30.00 per child will be debited to the family account, together with a Penalty Fee at the rate of \$1.00 per minute, per child, for the first 10 minutes.
  - ii. This penalty rate will increase to \$3.00 per minute, per child after that first 10 minutes.
- 8.2 If there are multiple occurrences of late collection of a child, the Nominated Supervisor and Head of Early Education will work with the family to develop strategies to avoid late collection in the future. If no solution can be arranged, the child's enrolment at Kids' Uni may be terminated.

## 9 Uncollected Children

If child/children are not collected at service closure, two educators will remain with the child/children at the service and the following procedures must be adhered to:

### 9.1 At Closing Time

- i. Contact parent/carer, if no response phone authorised nominees
- ii. Educators are to document details.

### 9.2 Fifteen (15) Minutes After Service Closure

- i. Continue to contact parent/carer and authorised nominees.

### 9.3 Thirty (30) Minutes After Service Closure

- i. If it has not been possible to arrange for the child to be collected, we will contact the Department of Communities and Justice through the Child Protection Helpline 24 hours service on ph: **132 111**.

### 9.4 Inform the Nominated Supervisor or Children's Services Manager of the situation.

**Please Note:** Under no circumstances are educators to take the child home or release them into the custody of an adult without the appropriate authorisation.

## 10 Source

Education and Care Services National Regulations 2011

## 11 Review

This policy will be reviewed every 2 years and the review will include Management, Employees, Families and Interested Parties.

## 12 Version Control Table

Version Control	Date Released	Next Review	Approved By	Amendment
1	February 2012	February 2013	Michele Fowler Manager – Kids Uni	
2	February 2013	February 2014	Michele Fowler Manager – Kids Uni	Reviewed. Late collection of children fee paragraph inserted.
3	March 2013	February 2014	Michele Fowler Manager – Kids Uni	Paragraph inserted re application of policies across all centres. Migrated into new QA format.
4	Feb 2014	Mar 2016	Michele Fowler Manager – Kids Uni	Policy reviewed and the “drop off and collection” wording inserted from the Physical Environment policy. The review period changed to 2 years.
5	Mar 2016	Mar 2018	M. Gillmore – General Manager	Policy reviewed to include Preschool, Hubworks and age of 18 to collect children.
6	Jul 2018	Jul 2020	K.Grose – Children's Services Manager	Updated centre naming conventions – Kids Uni CBD – no other change needed.
7	Mar 2019	Mar 2022	K.Grose – Children's Services Manager	Changed procedures to reflect electronic sign in processes. Changed wording to reflect cultural sensitivity around face coverings. Clarified age restrictions on persons collecting children to ensure that families under 18 years of age can collect their own children.

				Added clause to encourage families to spend time in our learning spaces at drop off and collection times. Clarified who is responsible for checking ID before releasing a child.
8	August 2019	Mar 2022	L.Windisch – KUN Director	Updated to reflect Electronic Sign in procedures
9	November 2019	March 2022	Nicole Bray – Kids Uni iC	Updated to reflect name changes to Kids Uni iC, removed clause related to arrival at Kids Uni OOSH
10	April 2022	April 2024	K.Grose – Children's Services Manager	Changed emergency pick up process to include a call back to a parent who is phoning in to request someone else to collect their child. Added a clause about managing a request from a parent to take their child out to them at collection time.
11	November 2024	November 2026	L.Windisch Head of Early Education	Renamed policy title to align more closely with our philosophical values. Added children's voices Changed wording to align with philosophical approaches to hand over of children. Removed requirement for collection of photo identification Added clause that ongoing late collection may impact enrolment