



Cloncurry Shire Council

**PROCEDURE
NO.**
CKP – QA2008-01

DELIVERY AND COLLECTION OF CHILDREN PROCEDURE

1. INFORMATION

Our centre is committed to ensuring that children arrive at, and are collected from, the centre in a safe, and supportive manner. The following procedure outlines the roles and responsibilities of centre staff, and families, during the arrival and departure process.

2. RESPONSIBILITIES

All team members, families, visitors, students, and volunteers must comply with this procedure.

3. PROCEDURE

3.1. AUTHORISATIONS

- Parents/guardians will be asked upon enrolment to nominate individuals who are authorised to collect children, either as part of regular collection, or if the child is sick/injured and the parents/guardians cannot be contacted.
- Parents/guardians can add to the list of authorised individuals as needed, and this must be done in writing or through the Xplor app.
- Nominated supervisors will remind families throughout the year to update/confirm their authorised contacts.
- If restrictions regarding access to children are in place in the form of official court orders, parenting plans and/or any other legal agreement, we ask that copies are provided as soon as possible – staff will follow all directions as set out in the documents.

Please note: “Parent” ‘does not include a parent prohibited by a court order from having contact with the child.

3.2. ARRIVALS AND DEPARTURES

- All children must be signed in and out of the service by their parent/guardian. If the attendance record is not completed by the person delivering the child/ren to the service, the Nominated Supervisor will complete the attendance record and note the time of arrival.
- Parents/guardians must sign a child out as they leave the service. Failure to do so, may mean that CCS will not be applied for that session. In most situations, if the parent failed to sign the child out, the responsible person will sign the child out if they saw the child leave with the parent. If no one saw the child leave the building then the parent must be called to ensure the child is at home and not in the centre - at this time, staff will remind the parent of the importance of signing out.
- Only people nominated in writing by the parents/guardians are permitted to collect the child from the centre.

- If parents/guardians wish to nominate an individual who is 16-17 years of age to drop off/collect their child, this must firstly be discussed with the Nominated Supervisor, who has the right to agree with or reject this request based on their assessment of the specific situation. The outcome will be documented and signed by both parties.
- Children must arrive at the centre awake and alert. We understand younger children may require earlier sleep requirements but we ask that this is done prior to drop off or alternatively please drop the child to the centre before they require their sleep. This is a form of protection to prevent any children attending care unwell or under the influence of medication.
- If someone arrives to collect a child and they are unknown to staff they will be asked to produce valid identification, which will be cross-checked against the people authorised by the parents/guardians.

3.3. WHEN A CHILD CAN LEAVE THE PREMISES

A child may only leave the premises if the child:

- Is given into the care of the parent/guardian, or an authorised individual as documented in writing by the parent/guardian.
- Leaves the premises in accordance with the written authorisation of the child's parents/guardians or authorised individual named in writing by the parents/guardians.
- Is taken on an excursion that has been approved by the parent/guardian or the authorised individual.
- Is taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency.

3.4. COURT ORDERS

- Nominated Supervisors must be notified by a parent/guardian if a court order prohibits another parent/guardian from collecting a child from the service.
- A copy of the court order must be provided and kept with the child's file and in accordance with the service's confidentiality procedures.
- All team members will be made aware of any court orders that are in place, prohibiting a parent/guardian from collecting a child. Any changes to this must also be communicated to all team members and updated in the child's file.
- Team members will comply with the arrangement ordered by the court.

3.5. VISITS

- We support parents/guardians who wish to visit their child/ren whilst at the centre.
- If someone other than the parent/guardian wishes to visit a child at the centre (eg: Aunty, Grandparent) the parent/guardian needs to notify the centre in writing. Staff will ask for identification when the visitor arrives. Please refer to the "Students, volunteers, and visitors Procedure" for further information.

3.6. PERSONS NOT IN A SUITABLE STATE TO COLLECT A CHILD

Whilst staff are not legally permitted to prevent a parent/guardian/authorised individual from collecting a child, they will follow the steps outlined below if a person arrives to collect a child, and is determined to be in an unfit state to do so (eg: they may be under the influence of alcohol or drugs, or extremely unstable).

- Move the person to an area away from the children. If this is not possible, move the children away from the person.
- Offer to contact another Authorised Nominee to collect the child/ren instead.
- If there is a serious belief that the child/ren may be harmed if they leave with this person, notify police immediately.

3.7. PERSON NOT AUTHORISED TO COLLECT CHILD

If a person arrives to collect a child and the centre has not received written permission from the parents/guardians regarding this individual, staff will:

- Contact the parents/guardians to confirm that we will not allow the child to leave with this person. At this time the parent/guardian may write an email providing written permission; the person will not be able to leave with the child until the email has been received and their identification checked against the details provided by the parent/guardian.
- Take all reasonable measures to ensure that the child/ren remain at the service until permission has been granted.
- Contact the police immediately if the person becomes aggressive, abusive or tries to leave with the child.

3.8. CHILD IS REMOVED FROM CENTRE BY AN UNAUTHORISED PERSON

- Attempt to keep eyes on the person and child, but do not intervene if you are concerned about your or the child's safety and where possible send someone else to inform the Nominated Supervisor/Responsible Person immediately.
- The Nominated Supervisor will contact the Police immediately, followed by the child's parents/guardians.
- Document all that you remember as soon as possible, including:
 - The person's and child's clothing,
 - Belongings the child had with them such as their bag,
 - Car registration and type,
 - The direction they headed in,
 - The person's height, weight, hair, eye and skin colour, and any noticeable features, such as tattoos, piercings, facial hair, etc
 - How the child seemed with the person,
 - Any words you heard the child or person say.

If there were any witnesses, inside or outside of the centre, ask them to write down all that they saw or heard as soon as possible and ask them to remain at the centre to speak to the police.

- If you have CCTV footage, organise access to this as soon as possible.
- This is a serious incident and will need to be reported to the Regulatory Authority within 24 hours of the event occurring, please see the Incident and Serious Incident and Illness Procedure for further direction and information.

3.9. LATE COLLECTION OF CHILD

- We ask all parents/guardians to ensure they collect their child before the centre closes.
- Children get distressed when parents are late, so please do contact us when you know you will be late so we can inform your child, and so we can make appropriate arrangements in terms of staffing.
- Where possible, please organise an emergency contact to collect the child on time.
- Late fees will be applied for late pickups, and this is detailed in the “*Enrolment and Fees Procedure*”

3.10. IF A CHILD IS NOT COLLECTED FROM THE CENTRE

In the event a child is not collected, and has been left in our care beyond our operating hours, or the child’s booked hours of care, and the parent/guardian fails to arrive or notify their whereabouts within 10 minutes after closing time, staff will follow the procedure as outlined below:

- Two staff will remain at the centre with the child until they are collected,
- Staff will attempt to contact the parent/guardian via all available means,
- Staff will attempt to contact all people nominated as emergency contacts by all available means,
- If there is no response from these attempts to contact the parents/guardians/emergency contacts, staff will contact their Centre Manager/Operations Manager,
- Staff will ensure the child remains in their care and is supported and provided a calm and relaxing environment,
- The Centre Director/Operations Manager will:
 - Call the Police and inform them of the situation, requesting that they visit the parent/guardian’s house,
 - Notify the State/Territory Child Protective Services,
 - Follow advice provided by the Child Protective Services,
 - Document the incident, ensuring they gather the information from the educators who were at the centre,
 - Inform the Regulatory Authority.

4. RELATED POLICY DOCUMENTS

- QA2 Children’s Health and Safety Policy
- QA2 Acceptance and refusal of authorisations procedure
- QA2 Child safe environment procedure
- QA2 Excursion procedure
- QA2 Missing child procedure
- QA2 Incidents and serious incidents and illness procedure
- QA2 Supervision procedure
- QA2 Transport procedure
- QA2 Students, volunteers and visitors procedure
- QA2 Family code of conduct procedure
- QA6 Enrolment and fees procedure

5. REFERENCES

ACECQA (2020). Guide to the National Quality Framework. Retrieved 29 June, 2022 from [Guide to the National Quality Framework](#)

POLICY VERSION AND REVISION INFORMATION

Version No.	Approval	Date Approved	Review Date
1	Chief Executive Officer Philip Keirle	24 October 2024	October 2027

Procedure Approved by: Philip Keirle



Title: Chief Executive Officer