Early Learning Centre Delivery and Collection of Children Policy

National Quality Related Standards/ Regulations

**Standard 2.2**  
**Element 2.2.2**  
Supervision: At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

**Regulation 99**  
Children leaving the education and care service premises

**Regulation 158**  
Children’s attendance record to be kept by approved provider

**Regulation 168**  
Education and care services must have policies and procedures

Aim

For parents and staff at the Early Learning Centre to understand and follow the procedures for the delivery and collection of children at the Early Learning Centre, across all programs (Before School Care, educational program, After School Care and Holiday Program).

Explanation

Compliance with these procedures is a requirement of the National Quality Framework and will ensure the safety and welfare of all children attending the Early Learning Centre.

Practice

General

All parents/authorised persons of children enrolled at the Early Learning Centre are required to sign their child in to the relevant ELC program on arrival each day (Before School Care, Core Program, Holiday Program), and sign them out of the relevant ELC program on departure each day (Core Program, After School Care, Holiday Program). This is done using the QikKids Ipad system. Parents/authorised persons must liaise with the ELC Clerical Assistant to set up individual accounts in the QikKids system in order to sign their child in and out. This process is a legal requirement. Records of attendance are used in the event of an emergency evacuation of staff and students from the Early Learning Centre.

Any parent/authorised person who delivers or collects a child should ensure that a staff member at the Early Learning Centre has acknowledged the arrival or departure of the child. Should a parent/authorised person fail to sign their child in/out, staff responsible for the program the child attends will sign the child in/out on their behalf.

Parents/authorised persons are required to acknowledge missed attendances relating to their child, on the next day of attendance.

It is a licensing requirement that written permission is given by parents when a person other than the parent or legal guardian is required to collect a child in the event of an emergency or if the parent is unable to collect their child. Parents must provide the details of emergency contact persons on their child’s enrolment forms, and “Permission to Collect Child” forms must be completed before any person other than a parent/guardian may collect a child. These forms are available from the ELC Clerical Assistant.
Should a case arise where a parent is seeking to have their child collected by an adult for whom written
permission has not previously been provided, parents may send an email to the ELC Clerical Assistant, providing
the full name of the person for whom permission is granted to collect their child. A “Permission to Collect Child”
form should then be completed at the next available opportunity. This option should only be used in an
emergency. Parents are encouraged to complete “Permission to Collect Child” forms in advance to cater for
unforeseen circumstances.

Any person, other than the parent, who delivers or collects a child from the Early Learning Centre will be asked
to show some proof of identity, such as a driver’s license. Any person delivering or collecting a child must be
aged 18 years or over.

Any person collecting a child must be able to provide adequate safety and supervision to the child in their care.
Where staff have concerns over a person’s ability to provide safety and/or supervision (eg. concerns regarding
intoxication, or substance use), staff may refuse to release the child to the person’s care. In this case, duty of
care will be retained by staff and other authorised person’s called to collect the child. If the safety of any child or
staff member is in danger, police may be called.

**Before School Care**

Before School Care commences at 8.00am. Children may not be dropped off before this time.

The iPad for signing children in to the Before School Care is located at or near the door to the Before School
Care classroom. For children attending the Before School Care program, parents/authorised persons should
sign in their child on the Before School Care iPad on arrival. Staff will sign out the child from the Before School
Care program and sign them in to the educational program (on the Class iPad) upon delivery at the classroom
at 9.00am.

**Core Program**

An iPad for each class is located at or near the door to the classroom. For children attending only the core
program (not Before or After School Care), parents/authorised persons must sign their child in and out on this
iPad.

The core program commences at 9.00am. Parents/carers may bring their child to the Early Learning Centre up
to 15 minutes before the core program begins if they have another child who attends the Junior School. In this
circumstance, the parent/carer is responsible for supervision of their child until the teacher begins the
educational program at 9.00am. This supervision must take place in the Early Learning Centre Piazza; children
are not permitted to use the ELC playground before 9.00am.

The core program concludes at 3.00pm. Parents/carers are responsible for the supervision and safety of their
child from the time the child is dismissed by the teacher into their care. Children are not permitted to play in the
ELC playground after school.

Parents/carers are asked to collect their child as close to 3.00pm as possible. Parents/carers who will be late to
collect their child (ie. after 3.00pm) are requested to contact the Early Learning Centre Clerical Assistant to
advise of an expected collection time.

Should a child not be collected from the educational program by 3.15pm, the child will be placed in the After
School Care program. The ELC Clerical Assistant will attempt to contact the child’s parents to determine an
expected collection time and advise them that the child has been placed in After School Care. If parent contact
is not possible, emergency contact persons will be contacted. Parents will be advised that the casual rate of
payment for After School Care will be charged to the child’s school account. Parents are encouraged to
complete the After School Care enrolment forms to cater for such emergency circumstances. If these forms
have not been completed, parents will be asked to do so on arrival at the Early Learning Centre and to complete them before leaving with their child.

**After School Care/Holiday Program**

The After School Care Program commences at 3.00pm.

An iPad for After School Care is located in the ELC Piazza. Staff will sign out children attending the After School Care program on the QikKids system, and sign them in to the After School Care program at 3.00pm. Parents/authorised persons must then sign out their child on the After School Care iPad on departure.

Holiday Program commences at 8.00am. Children may not be dropped off before this time. Parents/authorised persons must sign in their child on arrival to the Holiday Program and sign out their child on departure.

After School Care/Holiday Program conclude at 6.00pm. Parents who believe they will be late collecting their child are required to contact the ELC prior to 6.00pm. Should a child not be collected from After School Care/Holiday Program by 6.00pm, the parents or emergency contact persons will be telephoned to determine the expected collection time.

If a child is picked up from 6.01pm, a late collection fees of $50 will apply per child.

If a child is picked up from 6.01pm on three occasions (in a school year), the parents will be asked to meet with the Head of Junior School. At the discretion of the Head of Junior School, in addition to the late collection fees applied, the child’s enrolment in ASC may be cancelled for a period of time.

In circumstances where a child is not collected by 6.00pm and parents have not made contact, After School Care staff will attempt to make contact with the child’s parents, or failing parent contact, the child’s emergency contacts. If no parent or emergency contact can be reached, and the child remains uncollected at 7.00pm the police will be called. Notifying the police is the next step in locating a parent, guardian or designated person of responsibility and will help determine the well-being of the child’s family as well as ensure the safety of the child.