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## **Policy Statement**

We aim to provide a procedure for dropping off and picking up children, which is clear and ensures the safety and well-being of the children in our care. Families are required to follow specific communication procedures to ensure we can provide appropriate care of their children. We will ensure that children only leave the service with authorised nominees as indicated by parents and guardians.

## **Considerations**

- ✓ The Education and Care Services National Regulation 2011
  - Regulation 99 - Children leaving the education and care service premises
- ✓ The Education and Care Services National Quality Standards 2011
- ✓ Children Legislation Act 2009 (wood inquiry) keep them safe, a shared approach to children's wellbeing.
- ✓ The Family Law Act 1975 (Custodial requirements).

## **Procedures**

### Dropping off

- Children are not to be left at the service at any time prior to the opening hours of the service.
- On arrival, the authorised nominee bringing the child to the service is responsible for signing the child in on the sign-in sheet next to the child's name, indicating time of arrival.
- Any particular requirements for the day or any changes to whom will collect the child, should be provided in writing, by the parent or guardian, staff must record this in the diary. Written authorisations should then be placed in the child's file for easy access and retrieval.
- Children are to place their belongings in the appropriate place, as designated at each service by the coordinator.
- The person dropping the child off must ensure that an educator is aware of the child's presence before leaving the service, and that any special needs are communicated.
- Should a child require medication of any kind, parents/guardians must complete the medication form. These forms will be available for parents on our website.

### Picking up of children

- Children must be collected by the closing time of the service by an authorised person who must sign the roll next to the child's name, indicating the time of departure, and ensuring an educator is made aware that the child is being taken from the service.
- Children who have written permission by their parent or legal guardian to leave the service by themselves will be signed out by the coordinator at the agreed time. However, if safety concerns arise we maintain the right to not allow this arrangement to continue and request that an authorised nominee come and collect child.
- The authorised nominee and children are to ensure that all belongings are collected.
- Staff should be notified if the person collecting the child is to be later than usual. The child will be notified to avoid anxiety.
- If the child is to be collected by anyone different than an authorised nominee on the enrolment form, the parent or legal guardian must inform the coordinator or authorised supervisor prior to pick up. This change must be confirmed in writing by fax, SMS, or e-mail, to ensure we comply with regulations.
- Phone calls and verbal permission, for new authorised nominees, will only be accepted in circumstances where the parent is unable to fax, SMS or email the service and verbal authorisations will only be accepted if staff can identify person on the phone as legal parent/guardian. This will be recorded in the diary by an educator, with time of call, parent/guardian they spoke to, and signature of staff taking the call.
- The new authorised nominee picking up the child will be asked to produce identification.
- Staff are to check the identification against authorisation list provided from parents/guardians and name, address and phone number of person collecting child should be recorded in the diary.
- The names and contact numbers of all people authorised to collect the child must be included on the enrolment form. Any changes to these must be advised in writing to the service as soon as possible.
- The staff will not release the child to anyone who is not authorised without prior consent and in line with the organisation policy.

## Pick Up and Drop Off Policy

- If there is an emergency and the parent/guardian or any authorised nominee cannot collect the child, the parent or legal guardian must advise the staff personally. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the service with proof of identity.
- If the service has not been notified and someone other than the parent or authorised nominee comes to collect the child, the coordinator/shift supervisor will ring the parent/guardian to get their authorisation. The child will not be released from the service until proper authorisation has been received.
- In extreme cases where a child has not been collected within an hour after service closing time and all authorised nominees have been called with no response; the remaining staff will contact the Police and inform them that the child has not been collected and wait and follow the instruction. If the police need to be contacted then staff should contact the manager of the organisation.

### Checklist for staff

- Staff need to ensure all children are signed into care on arrival, by the person dropping them off.
- Staff need to record in the diary any messages communicated with the family when the child arrives.
- Staff need to ensure children are signed out by an authorised nominee and that they sign the roll.
- Staff may ask the person to show identification if they cannot be identified, to ensure they are an authorised nominee.
- If the child has not been collected by closing time, staff need to contact any authorised nominee on the child's enrolment form.
- if the child is still at the service an hour after closing time and educators are unable to contact anyone on the child's enrolment form you will need to contact the local Police and inform them the child has not been collected.
- If police are called, contact the Manager.
- Staff should follow Police instructions.

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Policy is only endorsed if initialled by 2 members of the management committee

**Endorsed by the Management Committee on the 20<sup>th</sup> August 2016**

**Drop Off and Pick Up Policy is to be reviewed by the 20<sup>th</sup> August 2020**