



Dropping and Picking up of Children

Policy

- 1.1 Cheltenham Community Centre (CCC) Children's Services is committed to:
 - a) Meeting our duty of care obligations under the law
 - b) Ensuring there is a consistent and safe process for the arrival and departure of all children attending CCC Children's Services
 - c) Reducing stress for families by providing assurance that their child/ren will not be released to unauthorised people during dropping off and collection procedures
 - d) Explaining clear late pick-up procedures, while understanding if parents are unavoidably delayed
 - e) Ensuring the children enter a welcoming environment in which they can develop and learn.
- 1.2 All children have the right to experience quality care in an environment which provides for their health and safety. The *Education and Care Services National Law Act 2010* requires that approved provider/ nominated supervisor/coordinators take reasonable care to protect children from a foreseeable risk of harm.
- 1.3 Ensuring that children are only released to authorised persons is a key aspect of children's safety. The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. The Nominated Supervisor in conjunction with the child's parent/guardian will determine if a person between the ages of 16 and 18 is able to be an authorised nominee for their child.

Procedure

2.1 **Dropping Off Children:**

- 2.1.1 Children must be signed in using the Xplor program on the iPad located at Customer Service. The child's name and time of arrival will be recorded.
- 2.1.2 If someone other than the parent or guardian will be dropping off the child, the parent/guardian must give the authorised nominee the child's necessary codes.

2.2 **Picking up Children:**

- 2.2.1 Children must be signed out at the end of each session on the iPad using the Xplor program.
- 2.2.2 The authorised nominee responsible for collecting the child must be registered on the contact list of the child's profile. No child will be released into the care of a person who is not identified on the enrolment form, without prior notice from the parent or guardian. Introducing in person the authorised nominee who may collect your child is ideal; where this is not possible photo identification is required.
- 2.2.3 Under normal circumstances a parent prohibited by a court order from having contact with the child would not be allowed to collect their child. An exception may be made in the event of a medical emergency, in which case the first option would be to contact the parent who has legal custody.

2.2.4 If the designated person fails to collect your child from the centre within 10 minutes of closing time and no contact has been made with the service, the following procedure will take place:

- a) Staff will contact the parents on the telephone numbers given
- b) If no contact can be made, the emergency contacts will be called in turn and asked to collect the child
- c) If emergency contacts can't be contacted 2 members of staff will stay with the child until contact with parents can be made
- d) If contact is not able to be made with parents after a period of time staff will consult with the Early Years Coordinator and the Department of Education and Training, and contact police.

2.3 **Medications:**

Any medications must be given directly to an educator on arrival. A Permission to Administer Medicine form is to be completed by the parent with consultation with the educator. The medications are to be stored in the appropriate place. At the end of the session the medication is to be returned to the parent or authorised nominee.

2.4 A child may be taken from the service without parental consent if the child requires urgent medical treatment or if there is an emergency at the service. In these situations, the child's parent/guardian will be notified as soon as possible.

Legislation and regulations

3.1 Relevant legislation and standards include but are not limited to:

- *Children, Youth and Families Act 2005 (Vic)*
- *Education and Care Services National Law Act 2010: Sections 167, 170*
- *Education and Care Services National Regulations 2011: Regulations 99, 168(2)(f)*
- *Family Law Act 1975 (Cth)*
- *National Quality Standard, Quality Area 2: Children's Health and Safety*
- *Standard 2.3: Each child is protected*

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au/>
- Commonwealth Legislation - Federal Register of Legislation: <https://www.legislation.gov.au>

Definitions

4.1 **Authorised nominee** (In the context of this policy): a person who has been given authority by the parents/guardians of a child to drop off and/or collect that child from the education and care service. These details will be on the child's enrolment form.

4.2 **Department of Education and Training:** The Department of Education and Training (DET) is a Victorian government department. Known until January 2015 as the Department of Education and Early Childhood Development, the DET is responsible for the state's education system.

<https://www.education.vic.gov.au/childhood/Pages/default.aspx>

- 4.3 **Permission to Administer Medicine form:** A form to be completed by the child's parent or authorised nominee to give instructions and permission for an educator to administer medicine to a child in their care.
- 4.4 **Xplor:** "Xplor is a software (SaaS) company Headquartered in Melbourne, Australia and expanding to the UK in 2019. Xplor has revolutionised the day-to-day operations of childcare centres - by automating administration to make it possible for educators and parents to focus on a child's education." See <https://www.ourxplor.com/parent/>

Sources and related policies

5.1 Sources:

Children, Youth and Families Act 2005

<https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005/120>

Department of Education and Training - Early Childhood

<https://www.education.vic.gov.au/childhood/Pages/default.aspx>

Education and Care Services National Law Act 2010

<https://www.legislation.vic.gov.au/in-force/acts/education-and-care-services-national-law-act-2010/012>

Family Law Act 1975 (Cth)

<http://www.familycourt.gov.au/wps/wcm/connect/fcoaweb/family-law-matters/family-law-in-australia/the-law/#:~:text=The%20Family%20Law%20Act%201975%20is%20the%20main%20law%20on,and%20issues%20relating%20to%20parenting>

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011

www.aceqa.gov.au/

Guide to the National Quality Standard

www.aceqa.gov.au/

5.2 Services policies

- Fees
- Confidentiality Policy and Guidelines
- Acceptance and refusal of authorisations
- Orientation
- Conditions of enrolment fees and deposits
- Interactions with children
- Illness and injury
- Child protection
- Excursions and outings

Revision History

Date	Revision	Revised by
10/10/13	Created	Tammy Rowed
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