

DELIVERY & COLLECTION OF CHILDREN

Gowrie NSW has an ethical and professional responsibility to protect the safety and wellbeing of all children who attend a Gowrie NSW Early Education and care centre. Gowrie NSW is committed to ensuring children's safety on arrival and departure at all education and care centres and programs operated by Gowrie NSW. Children must be signed into each centre upon their arrival, and signed out on their departure.

Responsibilities of Gowrie NSW Education and Care Centres

Under the Education and Care Services National Regulation 2011, Centres must comply with:

- Regulation 99

Under the National Quality Standards, Centres must meet:

- Standard 2.2
- Standard 6.1
 - *Element 6.1.1*
- Standard 7.1
 - *Element 7.1.1*

This policy and procedures have been developed to:

- Clearly describe the procedures that Gowrie NSW and its employees will ensure the correct collection and delivery of children in our programs.
- Provide information for families and other stakeholders about the procedures for collecting and delivery of children.

Procedures	
<i>In relation to keeping records of Authorised Nominees</i>	<ul style="list-style-type: none"> ▪ Obtain from the parent/s the name, address and contact details of one or more authorised nominees for their child/ren when they enrol at the Centre. ▪ Maintain current information by regularly requesting families update details of the authorised nominees and advise the centre if an authorised nominee should be included or removed from their child's record.
<i>In relation to Authorised Nominees collecting children</i>	<ul style="list-style-type: none"> ▪ Request families to advise educators of the authorised nominee named in the child's enrolment form who will collect their child on a particular day. ▪ Check that any person collecting a child from the centre is listed in the child's enrolment records as being an authorised person. If the person is not listed, request that the parent provide the required nominee authorisation information for inclusion in the child's enrolment record. ▪ When an authorised nominee collects a child from the centre who is not known by educators or staff, request that the person show photo identification to confirm their identity. ▪ If in any doubt about whether a person should collect a child from the centre, attempt to contact the child's parent/guardian immediately by telephone to clarify the situation and obtain written authorisation. ▪ Provide the authorised nominee with any relevant, necessary information that needs to be communicated about the child's day, but avoid disclosing sensitive/confidential information unless essential to the child's wellbeing.
<i>In relation to keeping records of children's attendance</i>	<ul style="list-style-type: none"> ▪ Ensure a record of attendance is kept, including: <ul style="list-style-type: none"> – the date – the full name of each child attending the centre on that day, – the time each child arrives and departs the centre, – the signature by the person who delivers or collects the child. (Where a parent forgets to sign in, an educator is able to sign on behalf of the parent). ▪ Include space on the attendance record or keep an alternative attendance record, for children who attend the centre on a day other than on their regular enrolled days. ▪ Ensure that the records of a child's attendance are kept for 3 years after the last date on which a child was educated and cared for by the centre.
<i>In relation to emergency situations</i>	<ul style="list-style-type: none"> ▪ Educators follow the Gowrie NSW policies and procedures outlined in 'Managing Incident, Injury, Trauma and Illness', 'Emergencies, Evacuations and Lockdowns', ▪ That if a parent/s cannot be reached, staff will attempt to contact a person/s listed as an Authorised Nominee in the child's enrolment record.
<i>In relation to a parent who is prohibited by a court order from having contact with the child</i>	<ul style="list-style-type: none"> ▪ Ensure the parent/guardian provide the centre with the details of any court orders relating to their child. ▪ Keep copies of any court orders relating to a child with their enrolment records. ▪ Request that the parent/s provide a description of the appearance of the person who has the court order or a photograph of the person. ▪ Always check whether an unknown person who arrives to collect a child from a centre is a parent/guardian or an Authorised Nominee. ▪ Ensure in the event that a person who has a court order that prevents them from having contact with a child arrives at a centre to collect a child, advise the person that they are aware of the court order and calmly ask the person to leave the premises. If the person refuses to leave the premises, implement the procedures for 'In relation to potentially dangerous intruders (person or animal)' as outlined in the Gowrie NSW policy and procedure for 'Managing Incidents, Injury Trauma and

	Illness'.
<i>In relation to communicating with families</i>	<ul style="list-style-type: none"> ▪ Discuss with families the 'Delivery and Collection' policy and procedures when they enrol their child in the centre. ▪ Provide regular reminders for families to update the details of any Authorised Nominees through family newsletters and/or email reminders and/or information noticeboards. ▪ Remind families to sign their child in and out of the centre when necessary.

Related legislation/standards

- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act, 2010,
- National Quality Standard

Related Gowrie NSW NSW policies and procedures

- Enrolment and Orientation
- Emergencies and Evacuations
- Managing Incident, Injury and Trauma

References

- Australian Children's Education and Care Quality Authority. (2011). Guide to the National Quality Standard. Retrieved February 21, 2012, from <http://www.acecqa.gov.au/storage/3%20-%20Guide%20to%20the%20National%20Quality%20Standard%20FINAL.pdf>
- Australian Children's Education and Care Quality Authority. (2011). Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011. Retrieved February 21, 2012, from <http://www.acecqa.gov.au/storage/2-Guide%20to%20the%20Education%20and%20Care%20Services%20National%20Law%20and%20National%20Regulations.pdf>
- The Ministerial Council for Education, Early Childhood Development and Youth Affairs. (2011). Education and Care Services National Regulations. Retrieved February 21, 2012, from <http://www.legislation.nsw.gov.au/sessionalview/sessional/subordleg/2011-653.pdf>