

# Tocumwal Pre-School

**SECTION:** 2 - Children's Health and Safety

**POLICY NO:** 2.1.3

**POLICY:** Late Collection of Children

**REVIEW DATE:** 13/9/2016

**DATE OF APPROVAL:**

## **Introduction**

Communication with families regarding collection of children is paramount to the safety and wellbeing of children attending the Centre. There are instances when unavoidable or unforeseen circumstances may arise that delay parents/guardians or authorised nominees in collecting children at Pre-school finishing time and processes need to be in place to continue supervision and care of children until collection can be arranged.

## **Goals – What are we going to do?**

To ensure the safety and wellbeing of children not collected within 15 minutes of the end of a Pre-school session, processes will be implemented to contact authorised nominees listed in the enrolment information of the child(ren) (See Policy 6.3.0 Enrolment) and plans made to continue the provision of care until a child is signed out by an authorised adult (See Policy 2.1.1 Custody Arrangements & Access, 2.1.2 Arrival & Departure).

## **National Quality Framework Standard 2.3 Each child is protected**

- 2.3.1 Children are adequately supervised at all times
- 2.3.2 Every reasonable precaution is taken to protect children from harm and hazard likely to cause injury

## **Strategies - How will it be done?**

Families are responsible for signing each child in and out of the Centre upon arrival and at the time of departure, on official sign in sheets with a full signature. Families will communicate any changes of routine with staff which will be recorded in relevant Communication book. It is important that staff and families communicate regarding a person other than a known authorised adult picking up a child (See Section 2, Appendix 19 Verbal Collection Authorisation Form) or a change in time of arrival or departure for a child. These must be known by staff to ensure the safety and wellbeing of each child.

If children have not been collected at session finishing time by the authorised nominee and notification has not been received by staff after fifteen (15) minutes staff member will:

- Telephone Parents/Guardians at relevant home, work and mobile contact numbers.
- If unable to contact parents or guardians, contact any emergency contacts listed in enrolment form who are authorised to collect child(ren).
- If unable to contact any of the above, child(ren) will be signed into the care and supervision of staff conducting the After Hours Preschool Program (See Section 6, Policy ) and be charged as per After Hours Preschool Program Fee schedule, until collection by authorised person. **OR**
- If unable to contact any of the above, child(ren) will continue to be supervised by two qualified staff members until collection by authorised person.
- Preschool Educator will continue to phone parents/guardians and emergency contacts in 5 minutes intervals until contact is made **and** relevant communication regarding collection of child(ren) forwarded to After Hours Preschool Co-ordinator.
- If after 1 hour **OR** at end of After Hours Preschool Program, no contact has been made on nominated phone numbers:
  - Two qualified staff members will stay with child(ren)
  - The Nominated Supervisor and/or Approved Provider will be notified that the child is still at the Pre-School 1 hour after their session finished. The Approved Provider is represented by a Management committee member.
  - The Community Services Child Protection Helpline is to be contacted on 133627. Staff on the Helpline will guide the procedure from this point on.
- If the child is collected by a family member or authorised person between the Community Services notification and subsequent arrival, the person collecting the child is required to remain at the Pre-School until the Duty Officers arrive or can be notified and then sign out child(ren) as per Arrival and Departure Policy (See Section 2, Policy 2.1.2 Arrival and Departure)
- If DOCS Duty Officer arrive and collect the child(ren) they will sign the child(ren) out and provide any relevant documentation. A willing staff member or Management committee person, who is known to the child, may accompany the child to the destination, where it is considered to be in the best interests of the child's wellbeing. Staff would at all times be guided by the Duty Officer from Community Services, once this point is reached:  
A note will be left on the foyer window inside the Pre-School detailing:
  - notified Nominated Supervisor or Management Committee member's position and phone number
  - Police and/or DOCS contact information
  - time of departure of child from Pre-School

- Qualified staff members and/or Nominated Supervisor/Management Committee Member leave the Pre-School.
- If there is an observed practice of late collection of child(ren) that is two (2) or more consecutive sessions, without plausible explanation or reason (late collection being fifteen (15) or more minutes after the session **OR** After Preschool Program finishing time) the parents will be:
  - notified by the Committee of Management that a fining system will be implemented on the next infringement
  - if the fine is to be implemented, the charge will be \$5 per 5 minute unit delay in collection of the child
  - the attendance record book will be the source document for any fees charged.

### **Statutory Legislation & Considerations**

- National Quality Standard for Early Childhood Education and Care and School Age Care, Council of Australian Governments December 2011
- Education and Care Services National Amended Regulations 2014, Regulation 99

### **Sources**

- Community Childcare Co-operative Ltd (NSW)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011, Australian Children's Education and Care Quality Authority
- NSW Government Department of Family & Community Services  
[http://www.community.nsw.gov.au/docs\\_menu/for\\_agencies\\_that\\_work\\_with\\_us/policies\\_and\\_procedures.html](http://www.community.nsw.gov.au/docs_menu/for_agencies_that_work_with_us/policies_and_procedures.html)
- Albury Preschool Inc.