**Delivery and collection procedure**

**Purpose**

This procedure describes how services are to provide effective supervision for all children at all times within the operating hours for the service.

**To whom it applies**

This procedure applies to all staff, volunteers, parents/carers and students.

**Related policies**

* Education and Care Services National Law Act 2010
* Education and Care Services National Regulations 2011

**Procedure**

1. **Collection of children** 
   1. Children are only permitted to be released into the care of a parent/carer, authorised emergency contact, authorised adult or authorised nominee.
   2. Responsibility for the child by the service begins when the child is signed in by an authorised person. The responsibility ends when the child is collected by an authorised person.
   3. The authorised person, other than a parent/carer, must have written permission from the parent/carer of the child. When they are new to the service, they will be required to provide identification.
   4. TCKC and their nominated supervisors or responsible persons are required to not allow a parent/carer enter the service if the parent’s/carer’s entry would
2. pose a risk to the safety of the children and staff of the service
3. conflict with any duty of the educators under the Law.
   1. A child may not leave the service premises if the service is aware that the parent/carer is prohibited by a court order from having contact with the child. Educators must be aware of court order arrangements.
   2. Children travelling on a transport service eg taxi or bus may only leave the premises if written permission and instructions have been provided by the parent/carer or authorised person. Written permission is to include a letter and information provided on the child’s enrolment form.
4. **Signing in and signing out** 
   1. All children will be signed in and out by a parent/carer or an authorised person.
   2. A child may only leave the service if
5. a parent/carer or authorised nominee collects the child
6. a parent/carer or authorised nominee provides written authorisation for the child to attend an excursion
7. a parent/carer or authorised nominee provides written authorisation for the child to leave the premises
8. the child requires medical, hospital or ambulance treatment, or there is another emergency.
   1. Qikkids is the administration management system that will be used to ensure the recording of parents/carers or authorised persons sign in and sign out children. The time the signing in or out occurred and name of the person signing the child in or out will be recorded.
9. **Late collection of children** 
   1. Parents/carers must contact the service as soon as possible if they are going to be later than close time.
   2. Parents/carers are to advise of their expected time of late arrival and make alternative arrangements if necessary.
   3. Parents/carers will provide emergency contact details of persons authorised to collect their child. These details are to be kept up to date.
   4. Staff will contact parents/carers first but if they are not available to answer the call, then the authorised person or emergency contact on the enrolment form will be contacted to immediately collect the child.
   5. Staff are to record the actual late time the child is collected.
10. **Attendance of children not enrolled**
    1. Children are legally unable to attend the service until an enrolment form is completed and letter of offer is provided. However, care should be taken to ensure that all children are kept safe.
    2. When a child and parent/carer arrives at the service and the child is not booked in, explain to the parent/carer that a booking wasn’t made and check the following
11. number of children booked to attend that session
12. approved capacity of the session
13. staff to child ratio.
    1. Staff are to determine the appropriate process from the following options.
14. There are vacancies and the child is currently enrolled

* The parents are informed that there is a vacancy but the booking is casual and it will be added to their statement.
* Notify the responsible person or nominated supervisor of the attendance of the child.
* Add the child’s name to the daily attendance roll on Qikkids.
* Parent/carer signs the child in for this attendance on Qikkids.

1. There are no vacancies

* Inform the parent/carer that there are no vacancies for that session.
* Parents/carers will need to make other arrangements.

1. There are vacancies but the child is not enrolled

* The parent/carer is to complete an enrolment form
* The responsible person or nominated supervisor is notified of the attendance of the child.
* The parent/carer is notified that the booking is casual and it will be added to a fees statement.

1. **Walking children to school at the conclusion of Before School Care (BSC)**
   1. Children will be accompanied to the school by an BSC staff member.
   2. The BSC staff member must hand over the children to the teacher on duty at the school.
   3. After the handover has occurred, the BSC staff member will sign out the children from the service using Qikkids. The sign out of children must occur prior or at the time of the service closing.
   4. Staff must have the service phone with them at all times.
2. **Collecting and walking children from the school to After School Care (ASC)**
   1. The ASC staff member must collect the children from the designated area at the school.
   2. The ASC staff member is to sign in the children, using Qikkids, at the time they collect the children from the designated area at the school.
   3. Staff are to have a service phone with them at all times.

**Version control and change history**

**Effective date**

1/01/2020

**Review date**

Click or tap to enter a date.