



Stirling North Childhood Services Centre

Beckman Street

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DELIVERY AND COLLECTION OF CHILDREN PROCEDURE

NQS 2.2, Regulation 168 (2) (f) Version 1.10

Families are requested to inform the Centre if their child will be absent and provide an explanation for the absence. This can be done by phoning the Centre on 8643 6205; by text on 04 3781 3762 or sending a message via StoryPark. Staff will record the absence on the sign in sheet at the end of the day, with more specific confidential details being recorded in the Preschool staff diary. If a child is absent and the Centre has not been notified, staff will record the absence and contact the family if the absence continues.

The only people authorised to collect children are parents/guardians and those people nominated by parents/guardians who are over 18 years of age listed on the enrolment form. Persons under 18 years of age (not including parents) are not authorised to collect children from the Centre. If there is a joint custody order for a child, both parents will be included on the enrolment form. If there is a sole custody order for a child, the custodial parent/guardian may still nominate the non-custodial parent(s) as being authorised to collect the child and indicate this on the enrolment form. If the noncustodial parent(s) have not been included on the enrolment form, special authorisation may be given by the custodial parent/guardian for the non-custodial parent(s) to collect their child. If there is a Court order against a particular person having access to a child, a copy of the order must be provided by the parents/guardians for the Centre records. All staff will be notified of the relevant information. If the person with the order against them arrives at the Centre, the Police will be called, and staff will contact the custodial parent/guardian to inform them of the situation as soon as possible.

The Nominated Supervisor is responsible for:

- Ensuring a child does not leave the service except with a parent/guardian or authorised nominee.
- Ensuring that educator to child ratios is always maintained when children are in attendance of the service.
- In the improbable event of being under ratio the nominated supervisor will be required to contact the Education Director and HR to inform them of the situation immediately.

If a new person is to collect your child:

- The parent/guardian is responsible for advising a staff member of the person who will be collecting their child/ren and leave details of the person who is to collect their child. The parent/guardian is responsible for advising the person collecting their child to bring photo identification.

When an unfamiliar person is collecting your child:

- Staff will check the diary or sign in sheet and with other staff to ensure that the parent/guardian has given approval for the person to collect their child.
- Staff will check the person's photo identification for verification.
- Staff will then phone the parent/guardian for direction and advice.

If your child is attending OSHC:

- Record on the sign in sheet in the morning that this is occurring. Please let a staff member know especially if your child does not attend OSHC regularly after every session.

In the event of a child not being collected:

Children must be collected from the Centre by the end of their session. When children have not been collected by the end of their booked session and all effort has been made to contact parents/guardians the staff will then contact people nominated as emergency contacts on the child's enrolment form.

Please remember when to sign in on the sheet provided in the foyer.

Source:

Children's Services (Child Care) Regulations.
Child Protection Act - South Australia 1993.
Children and Young People (Safety) Act 2017.
Department for Education Intranet.

Review:

Policy reviewed: September 2023	Next review date: September 2026
Policy created: October 2020	Next review date: October 2023