



## SECTION 2 MANAGEMENT POLICIES

### 2.1 Child Arrival, Departure and Collection Policy

**Aim:**

1. To ensure the safe delivery and collection of children who attend The Gums Childcare Centre.
2. To establish a routine for parents/guardians and educators when delivering and collecting children to and from The Gums Childcare Centre.

**Process:**

1. Children must be left with the educators on duty in the appropriate area of the Centre.
2. Educators must be made aware of the child's arrival for safety and supervisory reasons.
3. Parents are required to use the "sign in" sheets that are in each room every time they collect or drop off their child/ren. "sign in and out" sheets need to be filled in for parents to claim Child Care Benefit and Child Care Rebate.
4. Educators will offer advice and direction if farewells and separation is proving more problematic for parents/guardians than expected.
5. Parents/guardians are encouraged to arrange a suitable separation plan with their child's primary caregiver/ staff in the room if required.
6. Educators will contact parents if their child is inconsolable.
7. Parents are encouraged to contact the Centre during the day if they would like to check on their child.
8. For safety reasons children are not permitted to say "goodbye" at the front door without an accompanying Educator.
9. Parents must notify staff when children are leaving. Parents are required to collect the child's belongings and check individual child information pockets in the front entrance.
10. On departure educators will exchange information about the child, and where necessary, parents are required to sign any illness or accident report forms.
11. Persons under the age of 18 years are not permitted to pick up children from The Gums.
12. The Centre requires notification on the enrolment form from the parents/guardian if a child is to be collected by any person other than the parent/guardian. Parents must be aware that educators will not allow any child to leave the Centre unless the person collecting the child/ren has been named by the parent and is on our Enrolment Form. This will only change when it is a parent of a child, as by law, we are not allowed to stop a parent from collecting their child, even when a parent may ask us to do so. We can only do this if we have a copy of any custody paperwork. At any other time we can ask the parent to wait until we contact the other parent.
13. In other situations where an unknown person is to pick up the child, the parent is responsible for notifying the Centre and informing the educators of the situation, the person's name and relationship to the child. This can be done by phone or letter. The person must provide identification which will be photocopied and put in the child's file. If this is not done and an

unknown person comes to the Centre, they will not be allowed to leave with the child until the parent has been contacted and permission is given. If a parent is unable to be contacted, the child will remain in the Centre's care and not be allowed to leave.

UNDER NO OTHER CIRCUMSTANCE WILL A CHILD BE ALLOWED TO LEAVE THE CENTRE.

14. Parents should advise the Centre ASAP if they are unable to collect their child before 6pm (or 1pm if morning only session). Late fees apply (see fee policy)

15. Non-collection of a child procedure:

- Educator to contact the parent at 6pm
- From 6pm onwards, Educators to contact the emergency contacts on the child's enrolment form.
- Educator to contact the Director (if absent from the Centre at the time)
- 2 Educators shall remain with the child in the Centre and lock the front door.
- At 6.30pm and if no contact has been made with the child's parent or emergency contact, Educators are to contact:

Child, Youth and Family Services

**24 Hour Crisis Care 131611 AND Clare Police 8842 2711**

- Educators are to wait for child to be taken into emergency care before leaving the Centre. Educators are to provide a copy of the child's enrolment form including all medical details to the emergency carer.
- Educators are to leave a note on the door for the child's parents/caregiver to contact the Director. The Director will explain the situation to the parent/caregiver.
- The Director will follow up the non-collection with Crisis Care
- Fines/penalties apply (see fee policy)

**Relates to Quality Area 2: Children's Health & Safety**, standards 2.3, National law 167, National Regulations 99, 161.