

# Family Day Care

## Delivery and Collection of Children Policy

**Section:** 2 Children's Health and Safety

**Policy ID Number:** 2.7

**Link to National Quality Standards:** 2.2.1

**Link to Education and Care Services National Legislation:** As165, r12, r99, r161, r176.

### 1. Policy Statement

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Children must arrive and depart from care accompanied by an authorised adult. This includes transition times between home, the care environment, kindergartens, schools and during routine outings and excursions.

### 2. Rationale

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Family Day Care is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is embedded in the everyday thinking and practice of all staff, Educators, Educator household members, work experience/work placement students and volunteers irrespective of their involvement in child related duties.

To ensure children are always supervised during delivery and collection, excursions/outings and pick up and drop off at school and kindergarten.

To ensure children are only released from care to someone authorised by the parent/guardian to collect the child.

### 3. Procedures

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#### 1.1 Arrival and departure from care

- The parent or guardian must provide authorisation in writing of all authorised adults permitted to drop off or collect a child.
- All children arriving and departing from care with the FDC service will be accompanied by the parent, guardian or an authorised person eighteen (18) years or older nominated by the parent or guardian and recorded on the enrolment form.
- The parent, guardian or authorised person collecting the child from care must always supervise the child once the child has been signed out of care.
- The parent, guardian or authorised nominee must provide photo identification on request by the Educator or Coordination Unit Staff.
- The parent or guardian is responsible for accurately recording the time the child is delivered or collected from the FDC service, on the Attendance Record. This will be done in written form or using a Personal Identification Number (PIN) if the Educator is using digital attendance records, e.g. Harmony Web.
- When an Educator accepts before and after school care, they accept the responsibility of delivering and collecting the children to and/or from school as part of the Complying Written Arrangement. When doing this the Educator must PIN the child into and/or out of care on drop off to and/or collection from school.
- When an Educator accepts care including kindergarten attendance, they accept the responsibility of delivering and collecting the children to and/or from kindergarten as part of the care arrangement. When doing this the Educator must PIN the child into and/or out of care on drop off to and/or collection from kindergarten.

- The Educator will accompany all FDC children to and from the school and/or kindergarten premises when dropping off or collecting any child from school or kindergarten.
- The Educator will sign the absence on the Attendance Record if the parent/guardian is absent or is unavailable.
- No child should be given into the care of a parent/guardian or authorised person if the Educator has reasonable grounds to believe that doing so would place the child at risk of harm, even if the person in question has lawful authority to collect the child. If this type of situation arises the Educator will report it to the Coordination Unit immediately.

## 1.2 Missing child or children

- If a child or children appear to be missing from the Educator's premises the Educator must immediately thoroughly check all areas of the FDC premises, both inside and outside.
- A child will be deemed "missing" if they are not at the designated pickup point/time at school or kindergarten as arranged with the parent/guardian. Educators are to approach school/kindergarten staff immediately.
- If the child is not found or is missing, the Educator must immediately contact the Coordination Unit. In the event the incident occurs out of hours, the Educator must call the FDC emergency phone.
- The Coordination Unit will support the Educator by attending the Educator's home or the location of the incident.
- The Coordination Unit will contact the parents and then call the Police if the child is not located within 10 minutes of the initial report. The Coordination Unit and the Educator will cooperate with the Police as directed and provide support to the family.
- The Children's Services Coordinator will notify the Children's Services Unit Manager immediately. Council's policies will be followed to report and manage the situation.
- The incident must be recorded by the Educator and the Coordination Unit staff, and then retained on the child's and the Educators file.
- The Coordination Unit will report the incident to the Department of Education (DE) as a Serious Incident within **24 hours**.

## 1.3 Child/ren not collected by an Authorised Person

- If the child is not collected by the booked time and the Educator has not had any contact from the family, then the Educator will attempt to contact the parents/guardians using the family's contact details. If the Educator is unable to contact a parent/guardian, they will attempt to contact people listed as authorised persons on the child's enrolment details.
- If the Educator has been unable to contact the parent/guardian and/or authorised persons, then the Educator will inform the Coordination Unit immediately. If this is outside business hours the Educator will call the emergency phone.
- To minimise the impact on the child of not being collected by their parent/guardian or authorised person, Educators will continue to care for the child for as long as practicably possible. If the Educator is unable to continue care for the child, the Coordination Unit staff will endeavour to find alternative care.
- The Coordination Unit staff will contact the Police and Child Protection to notify them of an uncollected child. The Coordination Unit and the Educator will cooperate with the Police and Child Protection as directed. If needed support will be provided to the families using care with the Educator.

- The Resource Officer will contact the Children’s Services Coordinator to keep them informed of the situation. The Children’s Services Coordinator will provide support where needed and report the situation within Council and to DE.

#### 4. References

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- [Education and Care Services National Law Act](#)
- [Education and Care Services National Regulations](#)
- [National Quality Standards](#)
- [ACECQA](#)
- Educator Agreement

#### Revision History

Date	Revision No.	Revision Section	Revision Description
December 2016	1.0	All	Initial Policy Release (creation date)
February 2021	2.0	All	Updated from old Policy to new format and current information.
March 2023	3.0	All	Updated to reflect the councils name change.
April 2024	4.0	1.2, 1.3	minor edits
April 2026	Next Review Date		