



Delivery and Collection Policy.

OBJECTIVE

Busy Bees Early Learning aims to ensure the protection and safety of all children, employees and families accessing the Service. Our employees will only release children to an authorised person as named on the individual child's enrolment form. All appropriate records will be kept in accordance with legislation and stringent delivery and collection practices will be adhered to.

Guidelines for the delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child. While health and safety policies and procedures will not eliminate unforeseen events, they will reduce the potential risk and provide a framework for the management of any incident that may arise.

As part of our Risk Management processes, Busy Bees Early Learning may introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses. As such, risk assessments may result in changes to our Delivery and Collection Policy and related procedures which are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health.

SCOPE

Employees, Children, Staff, Management, Visitors and Families

POLICY

Busy Bees has a duty of care, in accordance with National Regulations, to ensure children will only leave the Service premises if the child-

- Is given into the care of -
 - A parent of the child; or
 - An authorised person named in the child's enrolment record; or
 - A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises: or
- Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- Is taken on an excursion; or
- Is given into the care of a person or taken outside the premises -
 - because the child requires medical, hospital or ambulance care or treatment
 - because of another emergency

Please note the reference to '**parent**' does not include a parent who is prohibited by a court order from having contact with the child.

All children must be signed in upon delivery at the Service and signed out upon collection by the parent or authorised contact each day. Attendance records will record the full name of the child, and the date and times the child arrives and departs the Service.

Families will be reminded of the importance of accurately signing their child in and out of the Service and will be requested to do so immediately upon arrival to avoid forgetting. Should the parent forget to sign, the Nominated Supervisor or Responsible Person will sign the child in/out, in accordance with National Education and Care Services Regulations.

Families are required to confirm/sign any missed days of attendance i.e. booked days that fall on public holidays, holidays, and all absent or sick days etc.



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Families will be provided front door access codes, where installed, and will be trained on the sign in and out kiosk procedures prior to their child's first day of attendance.

Upon arrival and after being signed in, children are to be delivered in to the direct care of an employee of the Service. The child must be physically sighted by the employee before the parent or person responsible for the child leaves the Service. This practice ensures that the employee is aware the child has arrived and all children remain accounted for.

In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while family members leaving without saying goodbye could cause the child to think they have been left behind.

To ensure adequate supervision throughout the day child attendance rolls will be maintained by each room. As a child arrives they will be marked with a tick and as they depart they will be marked with an x. If the room groupings are mixed when a child arrives, the lead educator must re-check the attendance rolls when the groups have separated into their own group. If a child who has been marked as present appears to be missing, the Nominated Supervisor is to be informed immediately.

Employees working directly with children are responsible for knowing how many children are in their care at all times. Upon commencement of their shift, they will check the attendance records for the children they are responsible for, complete a head count to ensure all children are accounted for and complete any relevant records. Lead educators are to keep the attendance rolls with the group of children they are responsible for at all times, especially during departure times.

The Nominated Supervisor or Responsible Person will visit each room with printed child attendance rolls or an electronic device to confirm and mark each child as present or absent by 9:30am. A head count will be completed to double check the accuracy of attendances. All families of a child marked absent will be called at 9:30am to enquire about the child's health and well-being.

Accurate daily attendance records are not only a legal requirement to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

Busy Bees advises all families to familiarise themselves with the policies and processes for signing children in and out of the Service paying particular attention to the legal accountability of signing children in and out, and requests that they inform their authorised contacts that they are required to carry photo identification each time they come in to the Service to collect the child.

Families should provide notice of any person not on the authorisation list who is collecting the child and complete relevant documentation as soon as practicable. Where a person collecting a child is unknown to an employee, the employee will seek approval via the child's enrolment form for their authorisation to collect the child.

If the person collecting the child is not listed as an authorised person, the employee will make a phone call to the enrolling parent and request confirmation of the person presenting to collect the child and request a follow up email as confirmation. Photographic identification must be sighted.



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An 'Authority to Collect Child' form must be completed with the parent for all instances where a person is not already listed as an authorised person on the child's enrolment profile. To add a permanent authorised person to collect their child, the parent will complete an 'Adding an Authority to Collect Child' form, which will be attached to the child's enrolment form.

Children will not be released to a person under the age of 18 years unless that person is the child's parent, or sibling that the parent has authorised to collect in writing. Authorised persons under the age of 18 that will deliver or collect children from the Service, must provide current photo ID or a current photo that will be held in the child's enrolment profile.

In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Service stating that one parent has sole custody and responsibility.

No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.

In the case of a particular person (including a biological parent) being denied access to a child, the Service requires a written notice (court order) from a court of law. Additionally, a Busy Bees 'Person Prohibited to Collect a Child' form must be completed that contains a photograph of the prohibited person.

Employees will attempt to prevent that person from entering the Service and taking the child, however, the safety of other children and employees must be considered. Employees will not be expected to physically prevent any person from leaving the Service.

In such cases, the parent with custody will be contacted along with the local police and appropriate authorities. Where possible the employee will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service.

A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and employees, Families are asked not to give our front door code to anyone other than those absolutely necessary.

All court orders will be copied and made available to all employees to ensure that they are aware of the safety of the child/ren. A copy will be kept in the relevant child's records. As court orders can be varied, revoked or extended from time to time, it is necessary to ensure information is periodically updated.

In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours.

If the person collecting a child appears to be under the influence of alcohol or drugs, or presents in a manner as to suggest their ability to safely collect a child is impaired and or poses a risk to a child's safety, the employee will discuss their concerns with the person, without the child being present if possible, and suggest they contact another parent or authorised nominee to collect the child, or a taxi. If the matter cannot be addressed by alternative means, and the person insists on driving with the children, the employee should call the police to advise them of a person driving under the influence and provide them with a make and model of the car and number plate if possible, in order to protect the child. Procedures to protect the safety of children and employees of the education and care service as per Child Protection Law and Child Protection Policies will also be followed.



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Employees will complete a thorough close check in every room of the Service to ensure that there are no children left in the Service at the end of the day, this will include checking that all children have been signed out. If a child is not signed out but is not present, perform a Service wide check (including all store rooms, sheds etc.) to ensure the child is not somewhere on premises. If child is not found on the premises within a reasonable timeframe, and the family have not collected them, call the police to report missing child and the Nominated Supervisor.

If there are children still present upon the Service closing time, a minimum of two employees will remain until all children are collected. If parents know they are going to be late they must notify the Service, and if possible, they should make arrangements for someone else to collect their child. If they have not notified the Service and have not arrived by the Services operational closing time, the Responsible Person will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Responsible Person will call all alternative contacts as listed on the enrolment form to organise collection of the child. If no contact has been made the Responsible Person will call the Nominated Supervisor/Area Manager. The Nominated Supervisor/Area Manager will advise a follow up call to the police if the child has not been collected after 30 minutes and you have had no success contacting the family.

If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.

Where families are continually late to collect children, a Late Collection of Children form will be presented to parents/guardians and late collection fees will be payable. Should this non-compliance continue, the Service reserves the right to terminate a child's enrolment in conjunction with Busy Bees Senior Management.

To ensure the safety of children in our care and to maintain Work Health and Safety requirements and child safe environments, all individuals visiting a Busy Bees Service will sign the Visitor Register upon arrival and departure of the Service. Visitors will not be left alone with children at any time.

***Every employee should know exactly how many children are in their care every minute of every day!**

RELATED DOCUMENTS

Child Enrolment Policy, Child Enrolment Form, Family Handbook, Confidentiality and Privacy Policy, Record Keeping Policy, Bus/Transportation Checklist, Transportation Policy, Child and Family Protection Policy, Child Safe and Physical Environment Policy, Person Prohibited to Collect a Child, Late Collection Fee form, Authority to Collect forms.

GOVERNANCE

National Law and National Regulations

Section 51(1)(a) 99 165 167 169 170 171 189

Regulation 84 85 86 87 88 90 91 92 93 94 95 96 97 98 99 157 158 160 173 176 177

National Quality Standards

Quality Area 2 Standard 2.1, 2.2 Element 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3



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REFERENCES

[Education and Care Services National Regulations](#)

[Education and Care Services National Act 2010](#)

[Australian Children's Education & Care Quality Authority - ACECQA](#)

[Early Childhood Australia Code of Ethics](#)

VERSION CONTROL

Version	Date	Owner	Responsibility	Change Description
1	01/01/2021	Chief Operating Officer	Policy Development Officer	Replaces all previous Delivery and Collection policies
2	01/06/2021	Chief Operating Officer	Policy Development Officer	Policy Reviewed



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