

Children's Services Delivery & Collection of Children (child handover) Policy

Aim

Educators have a duty of care to ensure safe and consistent handover practices when transferring the care and supervision responsibilities of a child.

Definition

Handover is the act of a parent/authorised nominee transferring the care and supervision responsibilities to a child care educator, or a child care educator transferring the care and supervision responsibilities of a child/ren to a parent/authorised nominee, at a mutually agreed time and location.

Commencement of Policy

This Policy will commence from 1/10/2020. It replaces all other Child Handover policies of Open Arms Care Inc. relating to Children's Services (whether written or not).

Application of the Policy

This Policy applies to all users of services provided by Open Arms Care Inc. relating to Children's Services and all employees of Open Arms Care Inc.

This Policy does not form part of any employee's contract of employment.

Legislation

- Education & Care Services National Regulations 2011
- Education and Care Services Law 2011
- Child Care Service Handbook
- National Quality Standards – Quality Area 2: Children's Health and Safety

PRACTICE AND PROCEDURE

Educators must ensure that the person, who delivers and collects the child, records the exact time of the child's arrival and departure by electronically signing the child in and out of care through the software programs within the service.

Ensure when the child leaves the premises, the person who collects the child is the parent/legal guardian or an authorised nominee who is authorised in writing on the child's enrolment form by a parent /legal guardian of the child to collect the child, or that alternative arrangements to secure the safety and welfare of the child have been made before the child is permitted to leave the premises.

If the authorised nominee is a minor (under 18 years of age) this must be communicated to the Nominated Supervisor in writing 24 hours prior to the date of collection. A conversation between the parent and Nominated Supervisor is to be conducted to establish the minor's skills and maturity to handle the situation of caring for children under the age of 13.

Questions the Nominated Supervisor may ask is:

1. Is the minor physically and mentally able to care for him/herself?
2. Does the minor obey rules and make good decisions?
3. Can the minor respond to unfamiliar or stressful situations?
4. Does the minor feel comfortable or fearful about being alone or caring for children under 13?
5. Can the minor prove their identity if an educator has never met them before?
6. Does the minor have access to a mobile phone number for use in the Qikkids kiosk?

A child may leave the premises in the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment or because of another emergency. (Regulations 99)

A parent does not include a parent who is prohibited by a court order from having contact with the child.

For the delivery and collection of children via transportation, please refer to *Transport Policy*.

FAMILY DAY CARE

To ensure the safety of a child at handover time:

- Ensure that when a child arrives at the premises, the family day care educator receives the child.
- Have a set of house rules that all parents/guardians/authorised nominees, visitors and children, including siblings not in care, are expected to follow. It is important that educators have an “acknowledgement of handover of care” routine that is described to parents/ authorised nominees in the initial interview and is then used in a consistent manner.
- Create and implement a routine that ensures children are enclosed within the Family Day Care environment during handover. Eg. doors are locked after parents/guardians/authorised nominees enter and leave.
- Ensure supervision is continuous and adequate
- A routine for greetings and farewells are encouraged e.g. before the child leaves, bags are packed and creative works collected, etc.
- If a school aged child arrives at or leaves the premises of an educator unaccompanied by a parent of the child, the arrival and departure is in accordance with procedures agreed to in writing by the child’s parents or legal guardian.(Before & after school authority form)
- The educator must ensure they have written documentation from a parent eg. Unaccompanied child form, as to the arrangements for the school age child to arrive and depart the educator’s premises.
- Inform families of their responsibility to closely supervise children:
 - On arrival to the Educator’s premises until physical handover has occurred, and

- On departure after handover from the Educator to the family, particularly if any hazards such as driveways, glass, prickly bushes, or ponds are in the entry/access route to the handover area.

Families will:

- Discuss handover procedures with the Educator.
- Electronically sign the child into care indicating the exact time handover with the Educator occurred.
- Electronically sign the timesheet at the end of the week verifying the timesheet is an accurate account of the hours used and fees paid.
- In the case of children arriving or departing the Educator's home unattended, discuss the arrangements with the Educator and document and sign the agreed arrangement.
- Pick-up and deliver the child at the contracted times, unless prior notice is given of a change of times.
- Where a person other than the parent/guardian/authorised nominee is collecting a child, notice must be provided prior to collection using the Notification of Enrolment Changes Form or provide written authorisation for once off circumstances. The educator will also request identification from the person collecting the child
- Ensure contact information is up to date with the Educator in case of emergency.
- Notify Educator of absences.

If a child has not been picked up at the arranged booking time:

When a child is not collected from the educator's home at the arranged time or with no prior warning, the educator will make every endeavor to contact the parents/guardians, or contact the Authorised Nominee nominated as the emergency contact on the enrolment form. After a reasonable time (30 minutes) should the educator not be able to contact any of the above then they will phone the Coordination Unit who will contact the Police and or Department of Family and Community Services. The Educator will document the incident on an incident form and the Management Staff will report to ACECQA.

Out of Hours School Care

Delivery of Children

Children are not to be left at the service unattended at any time prior to the opening hours of the service.

In the case of After School Care sessions Educators are authorised to sign children into care.

Collection of Children

Children must be collected by the closing time of the service.

Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis.

The authorised nominee who is collecting a child must sign the child out via the electronic attendance register (kiosk) using their individualised phone number. In the case of Before School Care, the educator are authorised to sign the children out of care.

Where a person other than the parent/guardian/authorised nominee is collecting a child, notice must be provided prior to collection using the Notification of Enrolment Changes Form or provide written authorisation for once off circumstances.

The educator will also request identification from the person collecting the child.

If a child has not been picked up by closing time of the service:

When a child is not collected from the service by closing time, the Responsible Person in day to day charge will make every endeavour to contact the parents/guardians, or contact the Authorised Nominees nominated as emergency contacts on the child's enrolment form. After a reasonable time (15 minutes) should the Responsible Person not be able to contact any of the above, and then they will contact the Children's Services Manager who will contact the Police and/or Department of Family and Community Services. The responsible Person will document the incident on an incident form and the Management Staff will report to ACECQA.

Absent and Missing Children

Families are required to notify the service as early as possible if children will be absent from the service. Parents can notify absences via the My Family Lounge APP which instantly records an absence in the daily rolls.

Child Non Attendance Procedures

Bellingen After School Care:

If a booked child does not present to the collection point, the educator is to:

Step 1

- Ask the nearest school teacher if the child was at school that day.
- If they were in attendance let them know that the child has not reported to the collection point.
- The school should search the grounds for the child.

If the child is travelling to the service unaccompanied i.e. on a bus from another school, go straight to step 2.

Step 2

- Contact the parents/guardians to confirm the child's whereabouts.
- If contact is not made, call authorised nominees.

If the child is travelling to the service unaccompanied and contact cannot be made with parents/guardians or authorised nominees call Nominated Supervisor who will contact the school and police where needed.

Step 3

- If the child is unable to be located (whether they are to be attending the service or not), the school will take responsibility/duty of care.
- Do not wait, ensure you catch the bus and return to centre with the children in your care.

Step 4

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's whereabouts, date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 5

- Inform the Nominated Supervisor of the incident.

Urunga After School Care:

If a booked child does not present to the collection point, the educator is to:

Step 1

- Ask the nearest school teacher if the child was at school that day.
- If they were in attendance let them know that the child has not reported to the collection point.
- The school should search the grounds for the child.

If the child is travelling to the service unaccompanied i.e. on a bus from another school, go straight to step 2.

Step 2

- Contact the parent/guardian to confirm the child's whereabouts.
- If contact is not made, call authorised nominees.

If the child is travelling to the service unaccompanied and contact cannot be made with parents/guardians or authorised nominees call the Nominated Supervisor who will contact the school and police where needed.

Step 3

- Search the school grounds for the child as you move the other children up to the OSHC room.
- Notify school office staff.

Step 4

- If the child is unable to be located (whether they are to be attending the service or not), the school will take responsibility/duty of care.

Step 5

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's whereabouts , date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 6

- Inform the Nominated Supervisor of the incident.

Family Day Care After School Care:

If a booked child does not present to the collection point, the educator is to:

Step 1

- Call the school and ask if the child was in attendance that day.
- If they were in attendance let them know the child has not reported to the collection point.
- The school should search the grounds for the child.

Step 2

- Call the parents/guardians to confirm the child's whereabouts.
- If contact is not made, call authorised nominees.

Step 3

- If the child is unable to be located, the school will take responsibility.

Step 4

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's whereabouts, date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 5

- Inform the Nominated Supervisor of the incident.

Attendance of a Non Booked Child Procedures

Bellingen After School Care

If a non booked child presents to the collection point to attend OSHC, the educator is to:

Step 1

- Contact the parents/guardians to confirm if the child is to attend OSHC. If contact cannot be made, call authorised nominees.

Step 2

- If contact is made with parents/guardians and the child is to attend OSHC, add child to roll and sign in.

- If the child has other arrangements, let the child and the nearest school teacher know.

Step 3

- If contact cannot be made, the child must stay with the school as we do not have authorisation to take them.
- Direct child to nearest teacher and let them know.
- Do not wait, you must ensure you catch the bus and return to centre with the children who are in your care.

Step 4

- If the child has travelled to the service unaccompanied i.e. on a bus from another school, add the child to the roll and sign them in. Contact parents/guardians to advise the child is at OSHC.

Step 5

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's attendance, if the child was left with the school, date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 6

- Inform the Nominated Supervisor of the incident.

Urunga After School Care

If a non booked child presents to the collection point to attend OSHC, the educator is to:

Step 1

- Contact the parents/guardians to confirm if the child is to attend OSHC.
- If contact cannot be made, call authorised nominees.

Step 2

- If contact is made with parents/guardians and the child is to attend OSHC, add child to roll and sign in.
- If the child has other arrangements, let the child and the nearest school teacher know.

Step 3

- If contact cannot be made, the child must stay with the school as we do not have authorisation to take them.

- Direct child to nearest teacher and let them know.

Step 4

- If the child has travelled to the service unaccompanied i.e. on a bus from another school, add the child to the roll and sign them in. Contact parents/guardians to advise the child is at OSHC.

Step 5

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's attendance, if the child was left with the school, date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 6

- Inform the Nominated Supervisor of the incident.

Family Day Care

If a non booked child presents to the collection point to attend the service, the educator is to:

Step 1

- Contact the parents/guardians to confirm if the child is to attend the service.
- If contact cannot be made, call authorised nominees.

Step 2

- If contact is made with parents/guardians and the child is to attend the service, add child to roll and sign in.
- If the child has other arrangements, let the child and the nearest school teacher know.

Step 3

- If contact cannot be made, the child must stay with the school as we do not have authorisation to take them.
- Direct child to nearest teacher and let them know.

Step 4

- If the child has travelled to the service unaccompanied i.e. on a bus from another school or walking/riding, add the child to the roll and sign them in. Contact parents/guardians to advise the child is at your service.

Step 5

- Document the **entire** incident on an incident form including who you rang, who you spoke to, if the parent confirmed the child's attendance, if the child was left with the school, date and time's you attempted contact with guardians/parents etc.
- Have a parent sign this form on the child's next attendance.

Step 6

- Inform the Nominated Supervisor of the incident.

Child Missing Procedure

Step 1

- Gather all children and conduct a roll call to ascertain who is missing.

Step 2

- Search the immediate area for the missing child.
- Call Nominated Supervisor for assistance and or further instructions.

Step 3

- If the child cannot be located call emergency services '000' then parents/guardians or authorised nominees to notify

Step 4

- Document the **entire** incident on an incident form including what you did, who you rang/notified and attempted notifications, who you spoke to at what times etc.

A missing child is a reportable incident to ACECQA, you MUST ensure you follow the procedure and notify the Nominated Supervisor.

Excursion-Missing Child Procedure

Step 1

- Gather all children and conduct a roll call to ascertain who is missing.

Step 2

- Search the immediate area/venue for the missing child.
- Call Nominated Supervisor for assistance and or further instructions.

Step 3

- If the child cannot be located call emergency services '000' then parents/guardians or authorised nominees to notify

Step 4

- Remain at excursion venue until a Nominated Supervisor arrives to handover incident.

Step 5

- Document the **entire** incident on an incident form including what you did, who you rang/notified and attempted notifications, who you spoke to and at what times etc.

A missing child is a reportable incident to ACECQA, you MUST ensure you follow the procedure and notify the Nominated Supervisor.

Sources

Education & Care Services National Regulations 2011:

Education and Care Services National Law:

Child Care Service Handbook

Variations

Open Arms Care Inc. reserves the right to vary, replace or terminate this policy from time to time.

Policy version and revision information

Policy Authorised by: Clayton Sippel

Original issue: Jan 2015

Title: Chief Executive Officer

Policy Maintained by: Cindy Warren

Current version: 7

Brittany Hardy

Title: Coordinator

Review date: 1/2/2022

Workplace participant acknowledgement

I acknowledge:

- *receiving the Open Arms Care Inc. Policy;*
- *that I will comply with the Policy; and*
- *that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.*

Name:

Signed:

Date:
