COLLECTION OF CHILDREN

Policy:

Efficient and effective procedures are in place for releasing children only as authorised by their family.

Where a staff member has a concern about a person authorised by the family to collect a child, there is a clear procedure for raising this concern. The circumstances are clear as to when such a concern would be raised with a family and how this would be handled.

Where children are picked up more than ten minutes late a late pick-up fee is charged.

Procedures:

Signing in and out

- Children attending before school care or the holiday program must be accompanied by a guardian and signed in to SmartCentral via a mobile device using the QR code or the Biz-E-Kidz iPad by the parent / guardian dropping them off. The parent / guardian uses their unique Smartcentral login and PIN to sign the child in
- On arrival to After school care sessions, children line up ready to be signed in or await roll call. The children are aware that this should be their priority on arrival.
- Children attending after school care are signed in on arrival using the attendance roll in SmartCentral and an Ipad or laptop. This is done by the 'responsible person in charge' using their own individual Smartcentral account and PIN
- Children departing after school care and/or the holiday program must be accompanied by a parent or authorised nominee and signed out using Smartcentral and their own individual login and PIN
- Who collects the child and the time of collection of each child is documented automatically on the attendance roll in SmartCentral.
- Children are not permitted to sign themselves out of the Program and leave unaccompanied.
- The 'Responsible Person In Charge' (RPIC) remains near the the 'sign in and out area' as much as possible, to supervise and assist families

- On completion of a before school care session, sign in to after school care or at hand over at holiday program, the RPIC checks the roll for accuracy and ensure any absences are recorded.

Absences

- Families are informed of the need to notify Biz-E-Kidz should their child not be attending for any reason.
- RPIC to let classroom teachers know of any absences from Biz-E-Kidz, so that teachers don't send child to Biz-E-Kidz.
- Where a school activity is scheduled that may create absences (such as a school fete), the Biz-E-Kidz Coordinator or Assistant Coordinator reminds (generally via Compass and email) parents of the need to cancel.
- Families receiving CCS have 42 'Allowable Absences' from a permanent booking per year that they can claim CCS for. Allowable absences are recorded in Smartcentral and communicated to families fortnightly via their fee statements.
- Absences due to illness where a medical certificate is supplied or an extended leave from care (more than 2 weeks) have the fee deleted and are not recorded as an allowable absence.
- Allowable absences cannot be claimed for casual or holiday program bookings. Instead, the booking is deleted from the attendance roll
- In the case of holiday programs, depending on the time of the absence notification, the family may be charged a $30 cancelation/change of booking/no-show fee
- Allowable absences are refreshed by CCSS every year at the beginning of term 3.

No-shows to After School Care

- A child booked into after school care is recognised as under the care of Biz-E-Kidz and any no-shows are followed up immediately after the Responsible Person in Charge (RPIC) has finished sign-in of children.
- If a child is found to have not arrived at after school care, the Compass school attendance portal is checked to see if the child was in attendance at school that day.
- An announcement for the missing child can be made over the school's loudspeaker system if the child was in attendance at school but has not arrived at Biz-E-Kidz. In the announcement, the RPIC can ask any school staff who saw [child] leave the school to contact Biz-E-Kidz urgently. The RPIC can also ask that the child's teacher (identified on Compass) contact Biz-E-Kidz urgently.

- Friends of the child might also be asked whether they have seen the child being collected today and by whom (which might help the RPIC in locating the child).
- Should the child not arrive at Biz-E-Kidz after the announcement is made, the child's parents/carers are contacted immediately and, if necessary, the emergency contacts.
- If the service has completed the above steps and has not been able to reach the parents/carers of the child, the responsible person in charge continues to contact them until they can confirm the child is accounted for. Based on their knowledge of the family and child and any information obtained from school staff about the child departing school or not, the RPIC decides whether or not to contact the police at this point.
- If the service has completed the above steps but *has* been successful in reaching the child's parents/carers, and they do not know where the child is, the responsible person in charge will work with the family to confirm the child's whereabouts (ie. the parents might call their neighbours, child's friends' parents, etc). At this point, the child is considered 'missing' and the Coordinator must be notified in order to make a report to the Department of Education's Quality Assessment and Regulation Division via the NQA ITS portal.
- Depending on the discussion with the family about possible whereabouts of the child, the RPIC decides whether or not to contact police at this point. For instance, the family might suspect that the child has gone to the library, park, etc. and the family might be in a position to try to find the child themselves. If this is the case, the RPIC must remain in constant contact with the family and the RPIC must call the police if the family can not find the child within 15 minutes of the child being identified as missing, regardless of whether the family is still looking for the child.
- If the family is not in a position to look for the child or does not have any suspicions about where the child could be, the RPIC calls the police immediately.

The Acceptance and Refusal of Authorisation

- A parent/guardian can provide authorisation in writing for authorised nominees to collect their child from the service. The authorisation must contain the child's name, the date and the details of the authorised nominee. Alternatively, the parent/guardian can enter the authorised nominee's details into SmartCentral themselves, or assisted by a member of staff.
- The authorised nominee may also be authorised, by the child's parent/carer, to be an emergency contact for the child, to consent to the administration of medication to the child, to give permission for the child to attend an excursion, and several others options as displayed on SmartCentral.

- Authorisations are not required in the case of an emergency, for example; an evacuation, administration of emergency asthma or anaphylaxis medicine or transport by ambulance to a hospital.

Authorised collection

- Only parents/guardians and authorised nominees can collect a child.
- If there are custody or guardianship issues, the custodial parent is required to inform Biz-E-Kidz of access arrangements, particularly any restrictions. This information is included on the enrolment form together with any court orders that may be relevant.
- All staff are informed of any custody issues where particular care needs to be taken of who is collecting a particular child.
- A confidential chart details the children with court orders relating to their care and which people have restricted access. This chart is kept on display on the inside of the staff cupboard at the main Biz-E-Kidz building as well as in the Google Drive
- Children are observed by staff as they leave to check they are leaving with an authorised person.
- Good eye contact and acknowledgement is made of all parents/carers when they arrive to collect children.
- If the staff member does not recognise the person, they are asked who they are there to collect.
- If the person is not a custodial parent, the responsible person in charge checks that the person is authorised to collect the child, and asks to see I.D. if they don't recognise the person.
- If a person arrives and does not know their login / PIN to sign out the child they are trying to collect, they are asked their name and to show some I.D. and the responsible person in charge will check that child's list of authorised nominees on their enrolment on SmartCentral and if the person attempting to collect the child is not listed as an authorised nominee for the child, the responsible person in charge will contact the child's parents/carers to confirm whether this person is authorised to collect the child today. If so, and if the parent would like the person to be authorised ongoing, the parent is asked to enter the details of this person in the authorised nominee section of their enrolment in SmartCentral.
- If the person attempting to collect a child from the service is not authorised to do so and contact can't be established with the parent/s or the parents deny the person authorisation to collect the child (upon being contacted by the RPIC), the person is directed to leave the service and the child must not leave with them.

- If the responsible person in charge believes that an authorised nominee, including parents, is placing the child at risk or harm by collecting the child, the incident is reported to child protection, and if an immediate risk is suspected, the police may be called (See Child Safety Policy and Procedure).

Late collection

- Biz-E-Kidz closes at 6.00pm on each day it operates during holiday programs, after school care and pupil free days.
- Parents/guardians are contacted by phone at 6.05pm if a child has not been collected and they have not made contact with the service.
- Parents must arrange for the child to be collected by 6.15pm and late fees may apply. The late fee is $1 per minute after six o'clock. We provide a 10 minute grace period. That is, we only apply the late fee from 6.10pm. For example, when a child is collected at 6.10pm a $10 late fee is charged.
- Should the parents/guardian not be available, if the child still has not been collected within 10 minutes after 6.00pm the parents are phoned again and, if necessary, one or more of the emergency contacts is phoned.
- If the child is collected by the emergency contact, the parents/carers who usually collect the child are contacted and informed that this has happened.
- If the child has not been collected by 6.30pm and staff are unable to contact the parents/carers or any emergency contacts, after thorough and reasonable effort has been made, alternative care arrangements are made. The responsible person in charge contacts the coordinator, Child Protection Services' 24 hour response line within the Department of Human Services Victoria on **13 12 78** and/or the Police. In this situation the child/ren may be taken into emergency state care.

Relevant Legislation:

National Law:

- 161 Offence to operate education and care service without nominated supervisor
- 161A Offence for nominated supervisor not to meet prescribed minimum requirements
- 162 Offence to operate education and care service unless responsible person is present
- 162A Child protection training
- 165 Offence to inadequately supervise children
- 167 Offence relating to protection of children from harm and hazards

- 169 Offence relating to staffing arrangements
- 170 Offence relating to unauthorised persons on education and care service premises
- 171 Offence relating to direction to exclude inappropriate persons from education and care service premises
- 172 Offence to fail to display prescribed information
- 173 Offence to fail to notify certain circumstances to Regulatory Authority
- 174 Offence to fail to notify certain information to Regulatory Authority

National Regulation:

- 84 Awareness of child protection law
- 97 Emergency and evacuation procedures
- 99 Children leaving the education and care service premises
- 102 Authorisation for excursions
- 102AAB Safe arrival of children policies and procedures
- 102AAC Risk assessment for the purposes of safe arrival of children policies and procedures
- 104 Fencing
- 115 Premises designed to facilitate supervision
- 117A Placing a person in day-to-day charge
- 117B Minimum requirements for a person in day-to-day charge
- 117C Minimum requirements for a nominated supervisor
- 157 Access for parents
- 158 Children's attendance record to be kept by approved provider
- 160 Child enrolment records to be kept by approved provider and family day care educator
- 161 Authorisations to be kept in enrolment record
- 168 Education and care service must have policies and procedures
- 170 Policies and procedures to be followed
- 171 Policies and procedures to be kept available
- 172 Notification of change to policies or procedures
- 174 Time to notify certain circumstances to Regulatory Authority
- 176 Time to notify certain information to Regulatory Authority
- 177 Prescribed enrolment and other documents to be kept by approved provider
- 181 Confidentiality of records kept by approved provider
- 183 Storage of records and other documents
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Equipment Required:

Sign in/out IPads

SmartCentral login/access

Safe arrival of children