



DELIVERY AND COLLECTION OF CHILDREN NQS 2.2.1 Version1.11

Parents / guardians are requested to inform the Children's Centre if their child will be absent and provide an explanation for the absence. Staff will record the absence on the sign in sheet, with more specific confidential details being recorded in either the Preschool or Long Day Care staff diary, if necessary. If a child is absent and the Children's Centre has not been notified, staff will record the absence and contact the family if the absence continues.

The only people authorised to collect children are parents/guardians and those people nominated by parents/guardians who are over 18 years of age. Persons under 18 years of age (not including parents) are not authorised to collect children from the Centre.

If there is a joint custody order for a child, both parents will be included on the enrolment form. If there is a sole custody order for a child, the custodial parent/guardian may still nominate the non-custodial parent(s) as being authorised to collect the child and indicate this on the enrolment form. If the non-custodial parent(s) have not been included on the enrolment form, special authorisation may be given by the custodial parent/guardian for the non-custodial parent(s) to collect their child.

If there is a Court order against a particular person having access to a child, a copy of the order must be provided by the parents/guardians for the Children's Centre records. All staff will be notified of the relevant information. If the person with the order against them arrives at the Children's Centre, Police will be called. Staff will contact the custodial parent / guardian to inform them of the situation.

Procedure for a parent if a new person is to collect their child

- The parent/guardian is responsible for verbally advising a staff member of the person who will be collecting their child/ren and details of the person who is to collect their child. The parent/guardian is responsible for advising the person collecting their child to bring photo identification.

Procedure for staff when an unfamiliar person is collecting a child

- Check the diary or sign in sheet to ensure that the parent/guardian has given approval for the person to collect their child.
- Check the person's photo identification before allowing the child to leave the Children's Centre.
- If the person has no photo identification, the parent / guardian will be phoned for their direction and advice.

Procedure in the event of a child not being collected

Children must be collected from the Keithcot Farm Children's Centre by the end of their booked session. When children have not been collected by the end of their booked session and all effort has been made to contact parents/guardians and people nominated as emergency contacts on the child's enrolment form, staff are required to contact CRISIS CARE on 13 16 11 to seek their assistance. As a statutory authority, Crisis Care has the resources and the legal ability to exercise their discretion handling these situations.

Notwithstanding the above, the Children's Centre late fee of \$1.00 per minute per child will be applied.

CREATED: November 2007
REVIEWED: November 2008, March 2009, January 2011, January 2011, January 2012, January 2013, January 2014, January 2015, January 2016, January 2017, January 2018
TO BE REVIEWED: January 2019

SOURCED: Children's Services (Child Care) Regulations 1998
Child Protection Act 1993
Dept. of Families, Housing, Community Services and Indigenous Affairs
Families SA – Crisis Care
DECD Early Years System