
	Management Area: Children's Services	Version No: 2.0 Pages: 4
	Category of Procedure:	Approval Date: 12/07/2023 Procedure Approver: Head of Children's Services
Procedure Title: Delivery and Collection of Children Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

Delivery and Collection of Children Procedure

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1. Purpose

This procedure will ensure all educators meet their duty of care in providing a safe, supervised environment, especially during transition times.


2. Scope

The scope of this procedure applies to all approved Children's Services that operate under the Education and Care Services National Regulations, 2011. This includes Before and After School Care Services, Vacation Care and Early Learning Centres.

3. Procedures

Arrival and Departure

- All children must be signed in and out of the service via an iPad, from the legal guardian, or as authorised on the child's enrolment form (who is over the age of 18 years old) with an independent login and time of collection. Failure to either sign the child in and out may result in the loss of Child Care Subsidy for that day.
- Families must speak to staff to ensure they are aware of the child's arrival or departure.
- The YMCA OSHC staff will sign the children out of BSC as they depart and into ASC when they arrive at the service.
- In emergency circumstances only, the parent or guardian can consult with the OSHC in writing to authorise any other person over the age of 18 years and not on the authorised pick-up list to collect the child from the centre. The OSHC staff will then be inform of the change and the daily visitor attendance register on the iPad will be used. The person collecting the child must provide photographic identification such as a current driver's license.
- At collection, if the parent or authorised nominee does not appear to be fit to take the child then negotiations can be made to have another authorised contact pick up the child. The director and area manager will be called. Lockdown will be required if the unfit person is uncooperative.
- When required, police will be called and notifications to the regulatory authority and CARL will be made.
- If an unauthorised person attempts to pick up the child against court orders, the child will be taken well away from exit points and the person will be asked to leave in a professional, calm manner. Lockdown will be required if the unauthorised person is uncooperative. The parent, director, and area manager will be called as well as the police as required.

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4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.</p>
Responsible Persons	<p>Nominated supervisor/service management will oversee the implementation and service adherence of the policy.</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this policy and implementing strategies to help prevent non-compliance with this policy.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this policy.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the policy.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this policy.</p> <p>Responsible for raising concerns or complaints in accordance with this policy.</p>

5. Definitions

Duty of Care

A common law concept refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury.

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CCS

The Child Care Subsidy (CCS) is the main way the Australian Government helps families with childcare fees. Providers must be approved by the department to receive CCS on behalf of families.

6. Key Relevant Documents

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)
- Delivery and Collection of Children Policy

7. Monitoring Evaluation and Review

This procedure will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

8. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	12/07/2023	Refined procedure Removed incorrect nominated supervisor information. Removed duplicate information. Updated legislative and industry requirements. Added policy reference. Updated document name		