DELIVERY AND ATTENDANCE OF CHILDREN Procedures:

- Please inform staff on arrival, if your child has had any medication (e.g. Paracetamol) before attending the Centre or if they have been unwell overnight.
- On arrival, Childcare children are to be handed personally to a staff member and parents or guardians fill in the Sign in/out sheet.
- Please ensure your Preschool children are greeted by an Educator on their arrival.
- Educators greet Bus children on arrival at the Scotland Street entrance.
- The Out of School Hours children are tracked through the use of the Childcare Sign in/out sheet, and through the daily Bus Transfer sheets. Educators sign Childcare OSHC Bus children in once they have arrived at the Centre.
- Childcare Educators check the Sign/in/out book in child care against the number of children in their care at meal times (9:30am, 11:30am, 2:30pm & 4:30pm) at the end of each session (8:45am, 12:45pm, 3:30pm, 5:45pm), after coming inside and after 3:30pm pick up.
- The Preschool Roll is marked just after the commencement of the session and again after lunch. An educator will sign the Roll at the end of the day. The time children arrive after the 8:25am start will be recorded against their name.
- If you need to collect your child early, please notify staff as this will also be entered on the Preschool Roll. The Preschool Roll will be maintained on site for one year.
- Centre gates have child safety catches above 1300mm high and are self-closing. Parents are requested to ensure gates and doors are closed behind them.
- Doors giving direct access to the street have handles positioned above 1300mm from the floor.

COLLECTION Procedures:

Balaklava Community Children’s Centre has a Duty of Care to ensure:

1. Only authorised people are able to collect the child and all precautions will be taken to ensure this happens.
   - Names and contact numbers of all persons authorised to collect children must be included on the enrolment form.
   - Parents must notify the Centre if a person not listed on the enrolment form is to collect their child giving a verbal description. Proof of identity of this person will be required by staff. Eg. driver’s licence or other acceptable photo identification.
   - Please notify staff when you have arrived to collect your child and the Sign in/out book as you leave.

2. At the time of enrolment (or when any other facet of family situation changes and the Centre becomes aware of such), the Centre must ask parents if Family Court Orders or Intervention Orders are in place and if they are to provide the Centre with copies.
   - A copy of the court order must be kept in the child’s file and sighted by the Director and/or Assistant Director Services
   - Unless otherwise provided by a court order, the current Family Law Act 1975 states that each parent has equal responsibility for their child, meaning that each parent is entitled to fully participate in their child’s pre-school or childcare activities and have equal rights to access all documentation relating to the child, including reports and newsletters.
DECD Legislation and Legal Services Unit 8226 1555 are available to clarify circumstances and support enrolments.

3. The Centre must be notified if there is a restriction of access in place.
   - If a restriction applies any concerns will be discussed as they arise.
   - All reasonable precautions will be taken to ensure only the residential parent can collect the child.
   - A description and photo of the non-residential parent must be supplied to the Centre for identification purposes.

If an unauthorised parent or person arrives at the Centre to collect a child, staff will inform them that:
   - their access to the child is prohibited or restricted by an order of a court or tribunal or a legal document is in place
   - the issue of authorisation is clear within our policies and procedures and where they do not meet this criteria circumstances cannot be renegotiated by staff
   - where necessary, that he/she need to leave or the police will be called

4. Parents/guardians may visit the Centre at any reasonable time whilst their child is present. However they are requested to give due consideration to the time of day in relation to the child’s program i.e. rest time would be inconvenient and could disturb other children.

5. Parents/guardian may bring other relatives to visit at convenient times that have been organised through the Director or Assistant Director Services.

6. In the event of a threat/potential threat to staff/children
   1. The police will be called immediately either by phone or activating the duress alarm
   2. The residential parent will be contacted immediately

NB: No unauthorised or inappropriate person will remain on site while children are present, unless the person is under the direct supervision of an Educator. (Refer South Australia Education and Early Childhood Services (Registration & Standards) Act 2011, Part 6, Operating an Education and Care Service, 170 & 171).

**LATE COLLECTION OF CHILDREN Procedures:**

1. If the parent/guardian has not contacted the Centre, and the child has not been collected from Preschool or Childcare within 10 minutes of the end of the Preschool session/booked Childcare session, staff will attempt to telephone the parent/guardian. If no contact is made with the parent/guardian, the emergency contacts listed on the child’s enrolment form will be telephoned to arrange for the child’s immediate collection. Meanwhile the child will be cared for in Childcare and the Centres Late fee charged (Refer to Fee Policy). Educators will continue to attempt to make contact with the parent/guardian and emergency contacts listed. At all times the NQS staffing ratio will be adhered to and details of this late collection will be recorded.

2. If no one can be contacted and the child has not been collected 30 minutes after the negotiated collection time, the Director/Assistant Director will be notified. Local Police and Crisis Care (between 4pm – 9am) or the Child Abuse report line (between 9am – 4pm) will be contacted and asked to take responsibility for the child.

3. If the child is collected by Crisis Care outside business hours and still no contact made with the parent/guardian and emergency contacts, staff will post a notice on the Centre’s entrance doors
with a short explanation of circumstances and relevant telephone contact numbers before leaving the centre.

NB: The Centre’s late fee will be charged from the end of the booked session until the time of collection.

Supporting Resources:
- BCCC Complaints and Communication Policy and Procedures and Parents Concern and Complaints brochure
- BCCC Enrolment and Induction Packs
- Centre waiting list for Childcare and Preschool children
- Responding to Child Abuse and Neglect training
- Early Years System
- DECD Preschool Enrolment Policy
- Preschool and Integrated Services Enrolment Forms
- DECD Attendance Policy, including Attendance Recording Procedures for Preschools
- Legislation and Legal Services website: Resources and Services
- Enrolment Forms contain Immunisation Records, Health and Additional Needs information as well as current family contact details
- School Care on 8463 6564 or DECDSchoolCare@sa.gov.au
- Australian Children’s Education & Care Quality Authority, October 2011, National Quality Framework Resource Kit

Sources:
- DECD Enrolment Policy and Procedures, including Proof of Age; Children subject to Family Law & Intervention Orders
- DECD Early Years System
- Crisis Care on 131611 (operation hours 4pm – 9am Monday to Friday, 24hrs a day Saturday, Sunday and public holidays)
- Child Abuse Report line on 131478 (operation hours 9am – 4pm weekdays)
- Families SA, Port Pirie office, on 1800 804 550 (freecall) or 8638 4311
- Balaklava Police station on 88621444

Policy last reviewed: Term 4 2013
Policy review due: Term 4 2014
Approval Signature: