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**Introduction**

**Purpose and Scope**

Before care commences, the educator must establish a procedure, which the parent/guardian must follow, for arrival and collection of children that ensures:

* the procedure is safe for the child
* the person collecting the child is authorised by a parent/guardian to do so
* attendance records are completed in accordance with relevant education and care services regulations, and family assistance law, requirements

**Procedures**

**Service Management / Coordination Unit staff will:**

1. Obtain names and contact details of all persons authorised to collect children from care, to form part of the child’s enrolment record *(Regulation 160)*
2. Issue an individualised Personal Identification Number (PIN) to all relevant authorised persons to enable them to sign children in and out electronically
3. Inform parents and authorised persons to only use their own PIN, and to not share their PIN with anyone
4. Advise parents to notify any changes to authorisations in writing to the service as soon as possible, to update their enrolment record.
5. Only allow a person less than 18 years of age to collect a child from care if the parent/guardian:
6. has applied to the Nominated Supervisor in writing for approval, and
7. can demonstrate that the circumstances are special, and
8. is able to demonstrate that the young person is capable of safely assuming care and control of the child.
9. Seek details of any court orders, parenting orders or parenting plans relating to powers, duties, responsibilities or authorisations of any person in relation to the child, to form part of the child’s enrolment record *(Regulation 60)*
10. Seek details of any other court orders relating to the child’s residence or the child’s contact with a parent or other person, to form part of the child’s enrolment record *(Regulation 60)*
11. Be available to assist educators if a child is not collected within a reasonable timeframe of their anticipated departure *(Law 164)*

**Educators will:**

1. Discuss and determine with parents the circumstances and who is responsible for their child while the parent is present on the premises or approved venue
2. Discuss with parents, and remind from time to time, practices for arriving and leaving the premises safely, including securing gates, road and pedestrian safety, and any particular hazards that may exist at the educator premises (e.g., Kid’s and Traffic posters and information)
3. Make every effort to be organised and ready for the arrival and collection of children, including having a device ready to make electronic attendance records
4. Prompt parents to share and exchange information relevant to the child’s care on arrival and departure (such as wellbeing, incidents, medications)
5. Attend to communication with parents as quickly as possible so as to not be distracted from attending to children
6. Maintain secure entry/exit points to the premises or approved venue to prevent children from leaving unsupervised *(Law 165, Law 167)* and to manage who has access to the premises
7. Plan safety, security and sign-in/out arrangements if handing-over at a location outside of the Educator premises or approved venue
8. Prompt parents and authorised persons to record the time of arrival and departure at the time of arrival and departure respectively *(Regulation 159)*
9. Obtain an electronic signature from the child’s CCS claimant parent to verify the accuracy of the attendance record at the end of each care week
10. Obtain acceptable written arrangements for the safe arrival and/or departure of any school-age child if the child will not be accompanied by an adult
11. Only release a child to persons who are authorised to collect the child by the parent in writing
12. Ask any person collecting the child to provide photo identification if unknown to the Educator
13. Allow any parent of a child to enter the premises, and/or share and exchange information about the program as it relates to the child, the child’s participation in the program, and assessments of the child’s learning (Regulation 157, Regulation 76), unless there is a court order restricting such access
14. Not be required to allow a parent to enter the premises if:
15. permitting the parent’s entry would
16. Pose a risk to the safety of the children and educator, or
17. Conflict with any other duty of the provider or Educator under Law, or
18. They reasonably believe that permitting the parent’s entry would contravene a court order
19. Make reasonable effort to not allow an unauthorised person to access the premises or approved venue
20. Develop and follow emergency response, and complete an incident record, in any instance:
21. a child is not collected within a reasonable timeframe of their expected departure
22. an unauthorised person arrives to collect a child
23. a person arrives to collect a child and appears to be affected by alcohol or illicit drugs
24. a person attempts access to a child, who is prohibited by court order from having access to the child

# Review and evaluation

This procedure will be reviewed at least every 3 years, or as prompted by changes to applicable legislative requirements or quality recommendations by recognised authorities.

Implementation of procedures will be evaluated during regular contact visits staff have with registered Educators.

WHS Management System Information

Record Keeping Requirements

Records associated with, and generated in compliance with this document include:-

All records will be managed in accordance with *WHS Module 10 - Records*.

Training Requirements

Specific training required to carry out the requirements of this document includes:-

Training requirements will be managed in accordance with ***WHS Module 12 – Training***.

Auditing Requirements

Auditing of this process will be managed in accordance with ***WHS Module 11 – Auditing***.

Corrective Actions

Corrective actions are to be managed in accordance with ***WHS Module 09 – Corrective Actions*** whenever it is identified that the requirements of this document and its references are not being met.

Review

This document will be reviewed in accordance with ***WHS Module 04 – Document Control*** and whenever there is a relevant change to applicable legislation, industry standards, Codes of Practice, the WHS Management System, or the process.

Responsibilities, Authorities & Accountabilities

Responsibility, authority, and accountabilities for all positions within Council are outlined in ***WHS Module 01 – WHS Responsibilities*** and in the **WHS Responsibilities, Authorities and Accountabilities (RAA) Table** associated with ***WHS Module 01***. The RAA table includes responsibility, authority, and accountabilities for employees, managers, supervisors, contractors, visitors, and persons with specialist roles within the organisation.

In addition to ***WHS Module 01 – WHS Responsibilities***, the following positions have responsibilities, authorities and accountabilities associated with this document:

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| **Position** | **Responsibilities, Authorities & Accountabilities** |
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# Controlled Document Information

Authorisation Details

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| Folder No: | F2004/12276-04  | TRIM Record No: | D09807116 |
| Audience: | Departmental - Family Day Care Staff educators and stakeholders  |
| Department: | Community Partnerships  | **Officer:** | Manager Community Partnerships - Andrew Bryant  |
| Key focus area(s): | Pre-care administration |
| Review Timeframe:Max < 4 years  | 3 years | Next Scheduled Review Date: | 11 February 2024 |
| Authorisation: | Manager Community Partnerships - Andrew Bryant - 11 February 2021  |
| Authorisation Date:  | 11 February 2021  |

Related Document Information, Standards & References

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| --- | --- | --- |
| Related Legislation: | (Legislation Name)Work Health & Safety Act 2011 and Work Health and Safety Regulations 2011Children (Education and Care Services) National Law (NSW)Education and Care Services National Regulations Family Assistance Administration Act 1999A New Tax System (Family Assistance Administration) Act 2000 | (Relationship/Context) |
| Related Policies: | (Policy Name) | (Relationship/Context) |
| Related Procedures, Guidelines, Forms, WHS Modules/PCD’s, Risk Assessments, Work Method Statements: | (Document Name)Child Information for EducatorsAttendance RecordVariation to Collect / Sign in/out on Attendance RecordEmergency response plans | (Relationship/Context) |
| Standards, COP’s & Other References | (Standard, COP or Other References)Child Care Services Handbook- Department of Education Kids and Traffic programs | (Relationship/Context) |

Definitions

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| --- | --- |
| Term / Abbreviation | Definition |
| **Nominated Supervisor** | Authorised Supervisor of Lake Macquarie Family Day Care, Nominated Supervisor – responsible (along with the Approved Provider) for ensuring the scheme is following the Law and the Regulations, Certified Supervisor – a person placed in day to day charge of an education and care service. |

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| **Educator** | (a) a person actually involved in educating, minding or caring for childrenat his or her residence or approved venue and whose name appears on a current Lake Macquarie Family Day Care Register of Educators (a primary educator); and(b) a person whose name appears on a current Lake Macquarie Family Day Care Register of Educators and who is engaged as a relief educator to educate, mind or care for childrenin the residence or venue of a primary educator(c) a person whose name appears on a current Lake Macquarie Family Day Care Register of Educators and who is engaged as an educator assistant to educate, mind or care for childrenin the residence or venue of a primary educator for no more than 4 hours |
| **Parent** | The parent of a child registered for care with Lake Macquarie Family Day Care and includes:(a) guardian of the child, and/or(b) a person who has the custody of the child |
| **Regulatory requirement** | State and Federal government regulations that are relevant to the provision of Family Day Care services in NSW |
| **Scheme** | Lake Macquarie Family Day Care |
| **Service** | an education and care service operated by an educator whose name appears on a current register of educators for Lake Macquarie Family Day Care |
| **Staff** | an employee or employees of Lake Macquarie City Council for service within Lake Macquarie Family Day Care |
| **The National Quality Framework** | Includes:* a National Legislative Framework that consists of the Education and Care Services National Law Act, Education and Care Services National Regulations and Education and Care Services National Amendment Regulations 2014
* a National Quality Standard
* an assessment and rating system
* a Regulatory Authority in each State and Territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard.
* The Australian Children’s Education and Care Quality Authority (ACECQA)
 |
| **Work Health and Safety** | Includes:Work Health and Safety Act 2011 No 10Work Health & Safety RegulationsLMCC WHS Information |

Consultation (update for each version created)

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| **Key Departments, Teams, Positions, Meetings:** | Family Day Care staff educators and stakeholders |

Version History

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| --- | --- | --- | --- |
| Version No | Date Changed | Modified By | Details and Comments |
| 2 | 13/03/2006 | J. Wade | Updated reference to Children’s Services Regulations 2004, included reference to relief educator in definitions |
| 3 | 21/8/2007 | J. Wade | Include access and contact rights of parents and others to children in care, Update attachment 1 and 3 |
| 4 | 16/1/2009 | J. Wade | Update attachment 1 and references |
| 5 | 10/09/2011 | J. Morgan | Update and include CCR and carer title changed to educator. |
| 6 | 29/11/2011 | S. Vickers | Update reference added definitions Children’s Services Regulations 2004 and Amendment 2010, NCAC to The National Quality Framework, OH &S to Work Health & Safety, updated home to include residence or venue, update definition of Authorised Supervisor |
| 7 | 03/01/2014 | J Morgan | Added (point 8) parents to inform educator on arrival if child unwell or parent has given child medication before arriving in care. Updated document information, references and standards. |
| 8 | 10/11/14 | J Morgan | Updated reference to legislation |
| 9 | 10/09/17 | J Morgan | Added reference to the educator informing the person collecting the child about relevant arrival and departure safety relevant to the home.e.g. driveway safety |
| 10 | 25/01/2021 | K Hartmann | Re-format responsibilities to apply for Management, and Educators - intentions/requirements have not changed. Parent responsibilities are addressed within information/direction provided by management and educator. Remove references to:* Payment of fees - more relevant to Fees procedure.
* Child Information form – more relevant to enrolment and orientation procedure.
* Submitting attendance records – more relevant to Fees procedure

Add action for educator to be prepared with device for completing electronic record. Updated references to attendance records to reflect electronic completion.Add planning procedures for if child being handed over at a place other than the educator premises/venue. |