



YMCA WA DELIVERY AND COLLECTION OF CHILDREN PROCEDURE

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DOCUMENT CONTROL

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1.0 PURPOSE

To ensure the safety of children during delivery and collection from care and when going on excursions. The YMCA WA has the responsibility to ensure there are policies and procedures in relation to children leaving the family day care residence or venue, and excursions.

2.0 SCOPE

This Policy applies to educators, regular visitors, service staff, educator’s family members, students, parents, children (including visiting children) and volunteers.

3.0 ROLES AND RESPONSIBILITIES

Role Title	Responsibilities

4.0 RELATED LEGISLATION AND STANDARDS

Legislation/Standard
Education and Care Services National Law (WA) Act 2012
Education and Care Services National Regulations, 2012
National Quality Standards

5.0 SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS

Refer to the YConnect page for the current link to related documents listed below.

Document ID	Document Title
SD-FDC-04-15-PROD	Serious Incidents, Emergency and Evacuation Procedure
	Incident Accident Report
SD-FDC-04-02-PROD	Supervision Procedure
SD-FDC-03-13-PROD	Acceptance and Refusal of Authorisations Policy

6.0 STEPS

Educators will take reasonable steps, to ensure the collection and delivery of children, whether to and from the approved residence, venue or on excursions, supports the safety and protection of the children.

The service will have procedures in place in relation to:

- Delivery and collection of children; and
 - Excursions and regular outings.
1. There may be times when a parent may not be able to deliver or collect their child. This procedure is in place to ensure the safety and wellbeing of children who are placed in the care of other people.
 2. The enrolled child may only leave the family day care educators care if the child is given into the care of;
 - a parent of the child
 - an authorised nominee named in the child's enrolment record
 - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child
 - a person authorised by the child's parent via contact by telephone, text, fax, or email. In this instance the family day care educator must:
 - ensure photo identification of the authorised person is checked; and
 - follow sign in/out procedures
 3. The enrolled child may only leave the family day care educators care if the child is given into the care of
 - a person or taken outside the premises because of medical, hospital treatment or any other emergency.
 4. **All children must be signed in and out, at the time of arrival and on departure by the parent or authorised nominee, on the family day care Educators Harmony Web Software record.**
 5. The family day care educator is responsible for the supervision of children from the time the parent signs the child into care until the time the parent signs the child out of care.
 6. A child must not be released into the care of a parent who is prohibited by a court order from having contact with the child.
 7. The family day care educator will inform parents of their responsibility to provide the family day care educator with a copy of any current court order.
 8. If a parent who is not authorised on the child's enrolment form arrives to collect the child, but provides a current court order which gives them legal access, the child will be released and the enrolling parent will be notified. However, where parents of a child

are in conflict and the family day care educator has reason to believe releasing a child to a parent may place the child's immediate safety and welfare at risk, the family day care educator will act in a manner that is consistent with the family day care service's duty of care to that child. The educator will not place themselves or other children in their care at risk. In such cases the family day care educator can contact the other parent or the appropriate authorities and keep the child at the family day care residence or venue until the situation is resolved.

9. If an authorised person has not collected the child 30 minutes after the booked session of care, the family day care educator will contact the parent or authorised persons to arrange for the child to be collected from care.

10. If the family day care educator is unable to contact the parent or authorised persons within a period of two hours after the booked times the educator will contact the family day care service and or Crisis Care the educator will use the following procedure:
 - Telephone the parent and or authorised person and or emergency contacts on the child's enrolment form.
 - Notify the YMCA WA family day care service if no response is received from the family or emergency contacts.
 - Contact Crisis Care and explain they have a child that appears to have been abandoned and all attempts to contact the family and emergency contacts have been unsuccessful.
 - Follow instructions from Crisis Care (family day care educators may be asked to keep children until collected).
 - At the first available opportunity provide an Incident Report form to the service within 24 hours of the incident
 - The family day care service will submit a 'Notification of a serious incident' form to the Regulatory Authority and YMCA WA Perth office within 24 hours, using the Incident report form received from the educator.

11. If an authorised person arrives to collect the child and is intoxicated, affected by drugs or in an unfit state to drive the family day care educator will:
 - encourage the person to contact an alternative driver/taxi
 - offer to drive the child home at a later time
 - note the vehicle registration number and notify the police if the person insists on driving with the child.

12. In the case of a serious incident occurring the procedure for serious incident needs to be followed. (Refer to Policy: Serious incidents, emergency and evacuation)

School aged children delivery and collection

1. On enrolment, the Parent/Guardian and the Educator must discuss how the child will arrive at the Educator's home.

- If the Educator is to collect the child from school then arrangements should be made between the Educator and the Parent as to where the child will be collected and at what time. The school should be notified of the arrangement and the child must fully understand where they are to meet the Educator.
 - If for any reason the Educator cannot locate the child then both the Parent/Guardian and the school will be contacted immediately. If the Parent/Guardian cannot be contacted and the child not located then the Police must be called.
 - If the Parent/Guardian requires the child to walk/ride to the Educator's home, a time must be clearly set down for arrival. If the child has not arrived at the Educator's home by this time, both the Parent/Guardian and the school will be contacted. If the Parent/Guardian cannot be contacted then the Police must be called.
 - It should be made clear to the Parent/Guardian and children on enrolment that any changes to the normal routine must be given in advance.
 - Educators will have to place a written procedure and a risk assessment for school aged children making their way from school to the educator's venue or residence.
2. In the case of detention where the child is required to stay at the school after closing, the Parent/Guardian and the Educator must negotiate the collection of the child. Points to consider may include:
- Can the Educator collect the child at the later time? If not alternative arrangements may need to be made by the Parent/Guardian.

7.0 FEEDBACK

Feedback on this procedure must be directed to the Document Owner outlined in the cover of this procedure.

The Document Owner is responsible for maintaining the currency of this document.

8.0 DEFINITION OF TERMS

Term	Definition