

Delivery, Collection & Missing Child Policy

Quality Area 2: Children's Health and Safety

Standard 2.1 Each child's health is promoted.

Element 2.2.1: Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.

Standard 2.2: Each child is protected.

Element 2.2.2 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

Element 2.2.3: Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

POLICY STATEMENT

Ensuring the safety and wellbeing of all children and young people under our care is paramount at Arabanoo. We maintain rigorous procedures for the arrival and departure of children to and from our Service, prioritising their protection at all times. This includes monitoring of attendance through established delivery, head count, and roll call protocols.

Parents and guardians are informed and reminded of their responsibilities regarding the safe arrival and pickup of their children. Only authorised individuals, as per Regulation 99, are permitted to collect children. Written authorisation is also required for children attending on-site extracurricular activities of leaving the Service unaccompanied.

Our daily sign in/out register services as a vital resource for emergency situations, ensuring accurate records of attendance are maintained. By implementing and adhering to these policies and procedures we create a secure environment that safeguards children during their time with us.

RATIONALE

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises ([regulation 168](#)) and take reasonable steps to ensure those policies and procedures are followed ([regulation 170](#)).

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CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standard	Other Service policies/documentation	Other
Education and Care Services National Law: Section 165, Section 167 Education and Care Services National Regulations: 86, 87, 99, 100, 101, 102, 102AAC, 102B, 102C, 102D, 122, 123, 157, 158, 160, 161, r168, 170, 171, 172	2.2, 7.2 7.1.1, 7.2.1	Staff Handbook - Acceptance and Refusal of Authorisations Policy - Enrolment and Orientation Policy - Administration of Medication Policy - Providing a Child Safe Environment Policy - Child Protection Policy - Safe Arrival Policy	

ENDORSEMENT BY THE SERVICE:

<p>Approval date: Sept 2024</p> <p>Date for Review: Sept 2026</p>

Policy History

Version 1.0

December 2005, May 2006, March 2007, May 2007, February 2009, August 2010, May 2011, March 2012.

Version 2.0

Overhaul of policies following regulatory changes in 2012. Drafted from the Network template and using the Current Arabanoo Policy Handbook by Sarah Evans. Reviewed by Ruth Scott and Stuart Findlay, May 2013.

Version 3.0

Reviewed by Heather Bennett and Michael Scheepers, June 2014.

Version	Date reviewed	Who by	Area changed	Changes made	Authorisation
5.0	21 August 2017	Rowan Friend and Belinda Edmunds	Policy statement	Changed the word staff to educators. Introduced 'unaccompanied	21 Aug 2017 - Belinda Edmunds

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				leaving' authorisation requirement'	
6.0	1 May 2019	Rowan Friend and Alex Cowie	Standards	Updated to new NQS	Kate Sellick – 8 May 2019
7.0	May 2024	KW OSHC Consulting	Policy Statement	Refined and added Rationale	Rowan Friend – 3 Sept 2024
			Regulations & Law	Updated	

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PROCEDURES

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Definitions

Term	Meaning	Source
Authorised Nominee	A person who has been given permission by a parent or family member to collect the child from the service.	National Law (Section 170)
Authorised Person	Means: A person who holds a current WWCC; or A parent or family member of a child who is being educated and care for by the service; or An authorised nominee of a parent or family member of a child who is being educated and cared for by the service; or In the case of an emergency, medical personnel or emergency service personnel; or A person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC	National Law (Section 170)
Parent	In relation to a child, includes: A guardian of the child; and	National Law (Definitions)

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	<p>A person who has parental responsibility for the child under a decision or order of a court.</p> <p>For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.</p>	
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DELIVERY OF CHILDREN TO ARABANOO PROCEDURE

Delivery to Arabanoo - Morning Session Procedure

Arrival Time and Attendance Record

- Parents and guardians must ensure that children are not left unattended at the Service before its official opening hours. Opening times can be found on the school website, Arabanoo noticeboard, or by contacting the Arabanoo Office.
- Upon arrival, the attendance register (located on the iPad) will be used to record the child's time of arrival. Regulation 158 requires the recording of each child's arrival and departure time to accurately track attendance.
- Arabanoo educators will be vigilant of each child's arrival at the Service and will engage in necessary information exchange with the person delivering the child.
- Any information regarding the child's wellbeing, activities, or special requirements will be exchanged between the educator and the person delivering the child.
- A child may only leave the premises earlier than 8:30 AM to attend a school or an extra-curricular activity with written permission from a parent/carer.

The following procedures take place between 8:30 - 9am.

Time	Procedure
8:30 – 8:35am	<ul style="list-style-type: none"> • A roll call will be conducted in the Service to confirm the attendance of all children who have been signed in by the parent/carer or authorised person. • The educator will physically verify the presence of each child by visual confirmation. The educator will mark a tick next to their name on the main roll. • The current time will be placed next to the tick to indicate the time of the roll call.
8:35 – 8:45	<p>Senior Children Departure Procedure</p> <ul style="list-style-type: none"> • Senior children (Years 3 - 6) have the option to leave Arabanoo once all senior children signed in have been accounted for during the morning's roll call. • The seniors who wish to leave Arabanoo and go directly to the Western Campus playground must inform the educator conducting the roll call of their intention. • The educator conducting the roll call will sign out the departing children on the main roll, indicating the time of departure. • Once signed out, senior children are considered to be in the care of the BHPS teacher on duty.

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8:45am	Senior Children Departure Procedure – BHPS Teacher not on Duty In the event that a BHPS teacher is not on duty in the Western Campus playground, senior children (Years 3 - 6) will be instructed to proceed directly to their classroom. This procedure is implemented, for example, on rainy days when outdoor supervision is not available.
8:45/50am	Junior Children Departure Procedure The Junior children (Kindy - Year 2) are escorted in pairs to the Eastern Campus using the zebra crossing.
8:50/8:55am	<ul style="list-style-type: none">• Upon arrival at the Eastern Campus, an Arabanoo educator will conduct another roll call with all junior children to confirm their attendance.• Children will line up with a designated educator once their name is called during roll call.• Once 8 - 12 children's names have been called, the designated educator will walk those children down to the cola (covered outdoor learning area) to join their class lines.• This process will be repeated until all juniors are accounted for.• Educators will ensure that children sit in the correct class lines once they reach the cola.
8:55 - 9am	<ul style="list-style-type: none">• Arabanoo educators will remain at the Eastern Campus, to ensure all children have been taken to their classrooms. The supervision locations include the cola, the gate next to the play equipment, the oval and on the path near the chessboard.• Once all the children have left for their classrooms, educators will check the toilets to ensure no children are left behind.• A final check of the playground will be conducted before educators leave the Eastern campus.

Failure to Arrive for Morning Session

- Parents/carers or authorised persons are required to sign their child into Arabanoo by using the iPad. If this is unavailable, the parent must note the child's name, time of sign-in, and provide a signature on the paper roll.
- Children must always be accompanied by an authorised person to the Service for the morning session. If a child doesn't arrive at the service in the morning, the parent/carer or authorised persons will not be contacted. Children not signed in will be assumed absent.

Delivery from BHPS for Arabanoo - Afternoon Session Procedure

Absentee Notification Procedure

Arabanoo emphasises the importance of families promptly notifying the Service if their child will be absent from the service.

- Families are required to notify Arabanoo as early as possible if their child will be absent from the Service.
- Notification responsibilities are communicated to families upon enrolment, through the Family Handbook, enrolment email, orientation, and newsletters.
- Management and Supervisors will record absences on the CCMS program upon receiving notification from families.
- If no notification of the child's absence before 3:05pm, Arabanoo reserves the right to charge a non-notification fee.
- Details regarding the non-notification fee can be found in Arabanoo's Fee Policy.

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Failure to Arrive to Arabanoo from BHPS

Please refer to 'Safe Arrival' Policy & Procedure

Child Presenting to Arabanoo from BHPS but not on the Roll

Please refer to 'Safe Arrival' Policy & Procedure

Delivery to Arabanoo – Vacation Care Session Procedure

Arrival Time and Attendance Record

- Parents and guardians must ensure that children are not left unattended at the Service before its official opening hours. Opening times can be found on the school website, Arabanoo noticeboard, or by contacting the Arabanoo Office.
- Parents/carers or authorised persons are required to sign their child into Arabanoo by using the iPad. If this is unavailable, the parent must note the child's name, time of sign-in, and provide a signature on the paper roll.
- Arabanoo educators will be vigilant of each child's arrival at the Service and will engage in necessary information exchange with the person delivering the child.
- Any information regarding the child's wellbeing, activities, or special requirements will be exchanged between the educator and the person delivering the child.

MISSING CHILD PROCEDURES

Missing Child Procedure - Morning and Afternoon Sessions

In the event of a missing child during morning or afternoon sessions, Arabanoo follows a comprehensive procedure to ensure the swift and safe location of the child. The procedure is as follows:

Step	Procedure	Time	Sign
1.	Notification <ul style="list-style-type: none">• Notify Nominated Supervisor or Responsible Person immediately upon discovering that there is a missing child.		
2.	Search Protocol <ul style="list-style-type: none">• Conduct a thorough search of designated areas including the Western Campus playground, toilets, out of bounds areas, hall for band, netball courts, and the Eastern Campus playground/cola.		

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3.	<p>Code Black (See Emergency and Evacuation Policy).</p> <ul style="list-style-type: none"> • Prior to conducting a roll call, ask other children if they know the whereabouts of the missing child. • Use Arabanoo’s loudspeaker to broadcast a message asking the missing child to make themselves known to an educator. 		
4.	<p>Parent/ Guardian/ Emergency contact Notification.</p> <ul style="list-style-type: none"> • Contact the child’s parent/guardian/emergency contacts, leaving messages if necessary. • Document all attempts to make contact including the times of calls, emails sent, and text messages. • Inquire about the child’s appearance and clothing to aid search efforts. 		
5.	<p>Communication with BHPS Office</p> <ul style="list-style-type: none"> • Contact the School Office to inquire if they have seen the missing child and request assistance in locating the child within the school premises. • BHPS staff are asked to put a message out on the school loudspeaker and check for alternative contact numbers. 		
6.	<p>Assistance from BHPS staff</p> <ul style="list-style-type: none"> • BHPS are requested to assist in searching for the child within the school area. The principal should be made aware of the situation at this point. 		
7.	<p>Police Contact</p> <ul style="list-style-type: none"> • If 25 minutes elapse without contact with a parent/guardian or emergency contact and the child remains missing, contact the police immediately. <p>Follow-up Leads</p> <ul style="list-style-type: none"> • If contact has been made with the parent/guardian, emergency contact, or someone knowing the whereabouts of the child, follow up on leads before contacting the police. • Each lead will be followed up for a maximum of 10 minutes each, even if this exceeds 25 minutes since first noticing the child was missing. <p><i>*Common leads include netball courts and hall for participation in extracurricular programs.</i></p>		
8.	<p>Police Contact (following leads)</p> <ul style="list-style-type: none"> • Once all leads have been exhausted, and the child still cannot be located police will be contacted. 		
8.	<p>Continued Search</p> <p>The search will be continued jointly by an Arabanoo educator and the BHPS staff until the child is located</p>		

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Communication Procedures

Ongoing Communication with Parents/Guardians/Emergency Contacts:

- Keep parents/guardians/emergency contacts updated throughout the incident regarding the search efforts and any developments.
- Keep Nominated Supervisor and School Principal updated throughout the incident whilst prioritising the search for the child.
- Maintain a detailed timeline documenting each action taken, including search efforts, communication attempts, and contact with BHPS staff and authorities. This record serves as a comprehensive account of the incident and aids in review and follow-up procedures.

Supervision

Supervision and Ratios Maintenance

- Ensure that adequate supervision and staff-to-child ratios are maintained for the remaining children at Arabanoo throughout the search process

Missing Child Procedure - Vacation Care/After School Care Excursion (off-site)

In the event of a missing during a vacation care or after-school care excursion off-site, Arabanoo implements the following procedure to ensure the prompt and safe location of the child.

Step	Procedure	Time	Sign
1.	<p>Organise Children and Conduct Roll</p> <ul style="list-style-type: none"> • Educators will gather all children into one safe and contained area. • Children will be asked if they have seen the missing child and where the child was last seen. • A roll call will be conducted to confirm the presence of all children. 		
2.	<p>Notify Management</p> <ul style="list-style-type: none"> • Educators will immediately notify the nominated supervisor, or responsible person upon confirming that a child is missing. 		
3.	<p>Maintain Ratios and Coordinate with Other Groups</p> <ul style="list-style-type: none"> • Other educator groups will be contacted to bring their groups to the same area to ensure educator ratios are maintained. 		
4.	<p>Alert Venue Staff</p> <ul style="list-style-type: none"> • An Arabanoo educator will alert a staff member at the venue, providing details of the missing child including their name and description of what they were wearing. • If necessary, educators will seek input from children to recall what the missing child was wearing. 		

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5.	<p>Conduct Search of Venue</p> <ul style="list-style-type: none"> While maintaining ratios, educators will conduct a thorough search of the venue. Radio contact will be maintained between groups during the search to coordinate efforts effectively. 		
6.	<p>Contact Parents/Guardians/Emergency Contacts</p> <ul style="list-style-type: none"> After 10 minutes of the child going missing, contact will be made with the child's parents/guardians/emergency contacts. Messages will be left if no contact is possible, and educators will inquire about what the child was wearing to aid in the search efforts. 		
7.	<p>Contact Police</p> <ul style="list-style-type: none"> If the child remains missing after 25 minutes, the police will be contacted to assist in the search. 		
8.	<p>Continued Search</p> <ul style="list-style-type: none"> The search will be continued jointly by an Arabanoo educator and the venue staff until the child is located 		
<p>Communication Procedures</p> <p>Ongoing Communication with Parents/Guardians/Emergency Contacts:</p> <ul style="list-style-type: none"> Keep parents/guardians/emergency contacts updated throughout the incident regarding the search efforts and any developments. Maintain a detailed timeline documenting each action taken, including search efforts, communication attempts, and contact with authorities. This record serves as a comprehensive account of the incident and aids in review and follow-up procedures. Nominated Supervisor will email the School Principal to inform them of the incident. 			
<p>Supervision</p> <p>Supervision and Ratios Maintenance</p> <p>Ensure that adequate supervision and staff-to-child ratios are maintained for the remaining children throughout the search process</p>			

Missing Child Procedure - Vacation Care on-site

In the event of a missing child during a vacation care on-site activity, Arabanoo follows the following procedure to ensure the swift and safe location of the child.

Step	Procedure	Time	Sign
1.	<p>Initial Search</p> <ul style="list-style-type: none"> Radio all educators, especially the Extra Curricular educator, to inquire if they have seen the missing child/children. 		

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	<ul style="list-style-type: none"> At least one educator is sent to check designated areas including classrooms, playgrounds, toilets, out-of-bounds areas, hall, netball courts, and Kiss and Drop. 		
2.	Notify Management <ul style="list-style-type: none"> Educators will immediately notify the nominated supervisor, or responsible person upon confirming that a child is missing. 		
3.	Code Black (See Emergency and Evacuation Policy). <ul style="list-style-type: none"> Prior to conducting a roll call, ask other children if they know the whereabouts of the missing child. Use Arabanoo's loudspeaker to broadcast a message asking the missing child to make themselves known to an educator. 		
4.	Parent/ Guardian/ Emergency contact Notification. <ul style="list-style-type: none"> Contact the child's parent/guardian/emergency contacts, leaving messages if necessary. Document all attempts to make contact including the times of calls, emails sent, and text messages. Inquire about the child's appearance and clothing to aid search efforts. 		
6.	Police Contact <ul style="list-style-type: none"> If 25 minutes elapse without contact with a parent/guardian or emergency contact and the child remains missing, contact the police immediately. Follow-up Leads <ul style="list-style-type: none"> If contact has been made with the parent/guardian, emergency contact, or someone knowing the whereabouts of the child, follow up on leads before contacting the police. Each lead will be followed up for a maximum of 10 minutes each, even if this exceeds 25 minutes since first noticing the child was missing. <p><i>*Common leads to follow are to check the garden area, behind the library, in the bush, under buildings.</i></p>		
7.	Police Contact (following leads) <p>Once all leads have been exhausted, and the child still cannot be located police will be contacted.</p>		
8.	Continued Search <ul style="list-style-type: none"> The search will be continued by an Arabanoo educator. 		
Communication Procedures <p>Ongoing Communication with Parents/Guardians/Emergency Contacts:</p> <ul style="list-style-type: none"> Keep parents/guardians/emergency contacts updated throughout the incident regarding the search efforts and any developments. 			

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- Keep Nominated Supervisor updated throughout the incident, whilst prioritising the search for the child.
- Nominated Supervisor will email the School Principal to inform them of the incident.

Maintain a detailed timeline documenting each action taken, including search efforts, communication attempts, and contact with authorities. This record serves as a comprehensive account of the incident and aids in review and follow-up procedures.

Supervision

Supervision and Ratios Maintenance

Ensure that adequate supervision and staff-to-child ratios are maintained for the remaining children throughout the search process

Notification Requirements

As per the Education and Care Services National Law (Section 174(2)(a) and Regulation 176(2)(a)), the Approved Provider must notify the [Regulatory Authority](#) within **24 hours** of becoming aware that a child appears to be missing or cannot be accounted for at the Service.

Notifications can be made to the Regulatory Authority through the [NQA IT System](#).

COLLECTION OF CHILDREN FROM ARABANOO PROCEDURES

Arabadoo ensures a secure and orderly process for the collection of children from the center. The following procedures are implemented.

Collection Time and Late Fee Policy

- Children must be collected by the Services' closing time.
- A late fee will apply for parent/guardians who arrive after closing time, as outlined in the Fees Policy.
- Late fees will be managed through the invoicing system and added to the term's fees. Refer Fees Policy for current fees.
- 15 minutes before closing time, the nominated supervisor/responsible person and one educator will check the roll to ensure all children are signed out correctly.
- If a parent/guardian fails to collect their child and can't be contacted, emergency contacts will be contacted. If still no contact can be made, social services will be contacted.
- A final check of the Service will be conducted by Educators to ensure no children remain onsite.

Signing Out Procedures

- Individuals collecting a child must set up their own phone number and pin to sign a child out, using the electronic roll system.
- Written advice from the parent/guardian is required for any alternative arrangements for collection.
- An authorised person not known to Service staff must provide photo ID and written authorisation before collecting the child.

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- In the absence of written authorisation, an educator, will contact the parent/guardian for confirmation.
- Verbal consent will only be accepted if the person's details are already in the system.
- If electronic sign-out is unavailable, parents/guardians will sign a paper roll indicating the child's details and time of sign-out.
- No child is permitted to leave the Service without being signed out by an authorised person.

Leaving Unaccompanied

- If a parent/guardian wishes their child to leave unaccompanied, written instructions and authorisation must be provided.
- The child must also complete the Arabanoo Child Unaccompanied Leaving Agreement Form.
- Arabanoo reserves the right to refuse/terminate/suspend authorisation as detailed on the Child Unaccompanied Leaving Agreement Form.
- Any changes to a child's unaccompanied leaving form must be communicated by the parent/guardian in writing. Arabanoo will also confirm changes in writing.
- If a parent/guardian calls the Service to make changes verbally to a child's unaccompanied leaving form (for example if an activity has been cancelled) Arabanoo will keep the parent/carer on the phone while they check whether the child has already been signed out of Arabanoo. If the child has not been signed out, then the designated educator responsible for signing out children leaving the Service will inform the child of the change of arrangement.
- The parent/guardian will be asked to confirm the change in writing. If the child has already been signed out, then the parent/carer will be advised of this. This should be followed up by the Service as soon as practicable in an email to the parent/carer, confirming the verbal advice.

Additional Requirements

- Authorised persons collecting a child is required to be 18 years or older.
- An educator will monitor each child's departure from the Service to ensure children are only collected by an authorised person.
- Arabanoo should be notified as soon as possible if the parent/guardian or authorised person will be later than expected. The child will then be informed to avoid unnecessary anxiety.
- In emergencies, verbal advice regarding collection arrangements may be accepted, followed by written confirmation.
- If a person collecting the child is believed to be under the influence (alcohol or drugs), appropriate steps will be taken to ensure the safety of the child, other children, and other staff. Measures may include discussing their concerns with the person (if deemed safe to do so and without the child present), telephoning the other parent/guardian, another authorised person/emergency contact or the police.
- If a child is not seen leaving but has not been signed out, the missing child procedure will be initiated.
- If the person collecting the child forgets to sign the child out, the nominated supervisor/responsible person will sign the child out, under the condition that an educator has witnessed the parent/carer or authorized person leaving the center with the child. If any doubts arise regarding the pick-up, the parent/carers will be promptly contacted to confirm that the child has been collected.

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- Court orders regarding access to children will be strictly followed, and police may be involved if necessary.

Off-Site Collection Procedures:

- When children are collected from locations other than Arabanoo, proper signing-out procedures are followed, and records are updated upon return.

ROLES AND RESPONSIBILITIES

Parent Management Committee (PMC)

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Maintain an attendance record with each child's name, date and time of arrival and departure, and the signature of the person delivering or collecting the child, a nominated supervisor, or educator (Regulation 158).
- Complete appropriate risk assessments and undertake necessary actions related to children's travel between the education and care service and other service providers.
- Implement systems to ensure children only leave the service premises under specific circumstances, such as being in the care of a parent, authorized nominee, or with written authorization from the parent or authorized nominee (Regulation 99).
- Maintain an enrolment record for each child containing required information as per regulations 160 and 161, including authorizations from families.
- Ensure compliance with supervision requirements during the delivery and collection of children, including maintaining relevant educator-to-child ratios (Regulations 122 and 123).
- Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).
- Take reasonable steps to ensure that nominated supervisors, educators, staff, and volunteers adhere to the Delivery, Collection and Missing Child policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, and families, and make them available for inspection.

Nominated Supervisor/Responsible Person

- Implement the Delivery, Collection and Missing Child policy and procedures.
- Maintain an attendance record with each child's name, date and time of arrival and departure, and the signature of the person delivering or collecting the child, a nominated supervisor, or educator (Regulation 158).
- Establish systems to ensure children only leave the service premises under specific circumstances, such as being in the care of a parent, authorised nominee, or with written authorisation from the parent or authorised nominee (Regulation 99).
- Maintain an enrolment record for each child containing required information as per regulations 160 and 161, including authorisations from families.

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- Ensure all supervision requirements are met during the delivery and collection of children, and the search for missing children, including relevant educator-to-child ratios (Regulations 122 and 123).
- Communicate any changes to children's delivery and collection arrangements to educators, staff, and families.
- In the event of incidents related to the delivery of children to or collection from the service premises (e.g., releasing a child to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing the Incident, Injury, Trauma, and Illness policy and procedures (Regulations 86 and 87).

Educators

- Be aware of and adhere to the Delivery, Collection and Missing Child policy and procedures.
- Ensure the attendance record is accurately completed upon children's arrival and departure, including each child's name, date and time of arrival and departure, and the signature of the person delivering/collecting the child, a nominated supervisor, or educator.
- Ensure that when children leave the service, they are:
 - Given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee.
 - Given into the care of a person in accordance with the written authorization of the child's parent or authorized nominee.
- Meet the supervision requirements during the delivery and collection of children to and from the service premises, including maintaining relevant educator-to-child ratios.
- Be aware of the requirements in the event of incidents occurring during the delivery or collection of children and follow established procedures accordingly.

Families

- Familiarise themselves with the Delivery, Collection and Missing Child policy and procedures.
- Communicate any changes in contact information or emergency contacts promptly to the service.
- Complete the attendance record when their child arrives and leaves, including their child's name, date and time of arrival and departure, and their signature.
- Provide written authorisation if they require a person (other than those listed in the enrolment record) to collect their child from the Service.
- Notify the Service of any absences promptly, adhering to the service's notification procedures.
- Complete relevant authorisations, such as extra-curricular activity forms, as required by the service.
- Ensure children are not left unattended at Arabanoo outside of its opening hours, prioritising their safety and wellbeing.
- Collect their child from the service by the designated closing time, avoiding late pick-ups and potential late fees.

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CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standard	Other Service policies/documentation	Other
Education and Care Services National Law: Section 165, Section 167 Education and Care Services National Regulations: 86, 87, 99, 100, 101, 102, 102AAC, 102B, 102C, 102D, 122, 123, 157, 158, 160, 161, r168, 170, 171, 172	2.2, 7.2 7.1.1, 7.2.1	Staff Handbook - Acceptance and Refusal of Authorisations Policy - Enrolment and Orientation Policy - Administration of Medication Policy - Providing a Child Safe Environment Policy - Child Protection Policy - Safe Arrival Policy	

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Version 2.0

Overhaul of policies following regulatory changes in 2012. Drafted from the Network template and using the Current Arabanoo Policy Handbook by Sarah Evans. Reviewed by Ruth Scott and Stuart Findlay, May 2013.

Version 3.0

Reviewed by Heather Bennett and Michael Scheepers, June 2014.

Delivery, Collection & Missing Child Procedure

Version	Date reviewed	Who by	Area changed	Changes made	Authorisation
4.0	12 August 2015	Leila Riffi, Kim Algie, Cecile Thornley and Nicole Torrance	Various Absent and missing children	In relation to moving into the new building Added that an educator might drive around to search for a missing child	Kerry Sinclair 12 February 2016
5.0	16 August 2016 & 22 November 2016	Craig Dent and Eloise Campbell Belinda Edmunds, Rowan Friend	All procedures. Missing Child Children not on the roll presenting at the centre or meeting place.	Clearly laying out of steps and including daily procedures of all care provided at Arabanoo. Procedure for alternative collection arrangements	Belinda Edmunds 30 November 2016
6.0	21 August 2017	Rowan Friend and Belinda Edmunds	Throughout procedure Collection of children	Changed the word 'staff' to refer specifically to 'educators' where appropriate Unaccompanied leaving introduced	21 Aug 2017 - Belinda Edmunds
7.0	1 May 2019	Rowan Friend and Alex Cowie	Standards Missing Child procedures	Updated to new NQS Updated all to include Eastern Campus procedures	Kate Sellick – 8 May 2019
8.0	May 2024	KW OSHC Consulting	Definitions	Added definitions to clarify policy and procedure	Rowan Friend – 3 Sept 2024
			Roles and Responsibilities	Added R&R to clarify each stakeholders role in ensuring the policy and procedures are followed	