

Teacher/Educator Responsibilities

- Only allow custodial parents/guardians and Authorised Persons (emergency contacts as recorded in *Enrolment Booklet/Online Form* and *Additional Emergency Contact Form*) to access and remove children from the centre. Follow directions as outlined in current court orders/parenting plans.
- When practical, contact parents/guardians who have not informed the centre of their child's absence.
- Ensure all children have been signed in and out daily (written record OR iCheck-In). When a parent/guardian or Authorised Person forgets to sign their child in and out, an educator is required to complete this record (reg.158). The next time the parent/guardian attends the centre, direct them to confirm the record.
- Document child's arrival at and departure from centre if:
 - An authorised person is between 12 and 18 years (refer to section 3 of this procedure).
 - The child attends a C&K OSHC.
- Print (as per *Weekly Roll and Sunscreen Record Procedure*) and complete a written attendance record daily i.e. *Kidsoft Roll Report*. This record is referenced during an emergency/drill. Refer to procedures:
 - Kindergartens/Limited Hours Care refer to *Sign In/Out Records KIN/LHC Procedure*.
 - Childcare, Outside School Hours Care and Extended Hours Kindergartens refer to *iCheck-In Marking Attendance Procedure*.
- When applicable, allow a Queensland Police or Child Safety Officer (with photo identification) to remove (sign child out) from the centre. Record officer's name and identification number. If your centre has iCheck-In, set up a guardian record in Kidsoft when an officer 'regularly' drops off and collects a child.
- When a child is collected late, ask parent/guardian or authorised person to sign and date completed *Late Fee Form* and follow *Entering and Charging Late Fee Procedure*.
- At session end/centre closure, complete check of sign in and out records and all rooms and spaces to ensure every child has been accounted for.
- Extended hours kindergartens: When required, record relevant details of children's arrival, departure and access via the *Extended hours Kindergarten Communication Record*.
- Regularly outline with parents/guardians their arrival, departure and access responsibilities upon and throughout enrolment.

Parent/Guardian and Authorised Persons Responsibilities

- Document child's arrival at and departure from centre via:
 - Kindergartens and Limited Hours Care: The sign in and out printed record with name, signature and time. OR
 - Childcare, Outside School Hours Care and Extended Hours Kindergartens: iCheck-In located on iPad/tablet in foyer area using an individual, confidential PIN. Persons may be liable for the consequences of unauthorised use of their iCheck-In PIN.
- As soon as possible, advise centre if child is not attending. For Childcare, Outside School Hours Care and Hybrid Extended hours Centres, this can be done via the KindyNow app.
- Arrive at least 5 minutes prior to centre closure/session finish to collect child.
- Provide details of all custodial parents/guardians at enrolment via *Enrolment Booklet/Online Form*. All custodial parents/guardians must be aware of and consent to the child's enrolment.
- If applicable, provide certified copies of current court orders/parenting plans, at and throughout enrolment. Educators can only act on current court orders/parenting plans that have been provided to the centre.
- Whenever possible, provide details of at least one Authorised Person (emergency contact) via *Enrolment Booklet/Online Form* OR *Additional Emergency Contact Form*. Complete (or amend) *Additional Emergency Contact Form* as soon as possible if details of authorised persons change or additional persons are added.
- Immediately notify centre if delayed. If late, a late fee will be charged. Branch centres – Late fees are charged at a flat rate of \$25 for the first occurrence and then \$50 for any subsequent late pick-ups for the remainder of the current calendar year. Complete *Late Fee Form* upon collection.

Additional responsibilities during COVID-19 pandemic

No one will enter a centre if they:

- Are unwell, have a sore throat or COVID-19 symptoms
- Have an ongoing temperature over 38 degrees in the past 24 hours
- Have a cough or breathing difficulties
- Have been directed by a Doctor, Queensland Health or Police to self-isolate
- Are COVID-19 positive or a close contact and have yet to complete Government isolation and testing requirements
- Are waiting for COVID-19 test results

When an authorised person, is not a parent/guardian and is between 12 and 18 years

- Parent/Guardian will provide a signed letter outlining the reasons why this person is required to collect their child and their confidence in the person's ability to competently care for their child. Branch centres – scan and upload letter on child's Kidsoft record.
- The centre Director reserves the right not to release the child into their care if there is any doubt of the person's ability to safely care for the child.
- Children cannot be delivered to or collected from a centre by any person who is 11 years or younger.

Custodial arrangements

- The centre Director will ensure all educators (including casuals) are aware of current court orders/parenting plans.
- When there is no current court order/parenting plan, allow the child's parents/guardians access to collect the child. A parent/guardian is only denied access to the child if directed in a current court order/parenting plan.
- Contact your Early Childhood Education Manager/Consultant (ECEM/C) for advice and support regarding court orders/parenting plans.

When parent/guardian or authorised person arrives to collect a child and appears to be intoxicated or is unable to safely care for and collect a child

- Attempt to delay the person's departure by involving them in conversation. Confidentially and sensitively raise your concern (i.e. you feel they are unable to safely care and collect the child). Discuss possible alternative arrangements. If the authorised person is not the parent/guardian, ask them to wait while you contact the child's parent/guardian.
- If person insists on taking the child from the centre and you feel the child is at risk of harm, contact the local police immediately. If possible, provide the police with car make/model and license plate.
- Do not physically stop the parent/guardian or authorised person leaving with the child.
- If the person becomes aggressive and you feel your and the safety of other's is compromised, telephone the police - 000. Follow police instructions. If applicable, implement centre lock down.
- Post-incident responsibilities: Undertake responsibilities as per *Child, Centre Incident Reporting Procedure Branch/Affiliate*.

When a non-authorised person arrives to collect a child

- Explain to the non-authorised person you are required to telephone the child's parent/guardian to ask for their instructions. If verbal parental permission is given:
 - Obtain the person's full name. When possible, ask parent/guardian to provide authorisation via email.
 - Confirm the person's identity by sighting photo ID. Photocopy and keep on child's file.
 - Make a file note of verbal permission and authorised person's full name.
 - When next practical, direct parent/guardian to complete *Additional Emergency Contact Form*. Once completed, create a record for the guardian in Kidsoft. Upload the completed form under the child's record in Kidsoft.
- **If the non-authorised person's behaviour is threatening:**
 - Move to an area away from children and attempt to calm the person. If necessary, move the children away from the threatening person.
 - If safety is compromised, telephone 000. Follow police instructions. If required, implement lock down.
- **If the non-authorised person removes the child from the centre:**
 - Telephone 000. If able, identify person's name and car make, model and number plate. Follow police instructions.
 - Reassure children.
 - Notify child's parent/guardian
- **Post-incident responsibilities** - Undertake responsibilities as per *Child, Centre Incident Reporting Procedure Branch/Affiliate*.

When a child has not been collected

- Reassure the child.
- 2 educators must remain until the child has been collected.
- Phone parents/guardians. Keep a record (via *Child Centre Incident Record*) of the times, people and numbers called.
- Phone emergency contacts/authorised persons. Keep a record (via *Child Centre Incident Record*) of the times, people and numbers called.
- If contact cannot be made with any of the listed authorised persons and there are concerns for the parent /

guardian welfare, a decision can be made in consultation with the centre Director/ECEM OR Regional Manager or Committee to inform local police (not '000') of the situation.

- Ensure the parent/guardian, authorised person or police officer signs the child out of the centre indicating collection time, via the normal means of signing a child in or out at the centre. If the person is not listed in Kidsoft, for example, a Police Officer, a paper sign in and out record will need to be used for those centres with iCheck-In.
- **Post-incident responsibilities:**
 - Undertake responsibilities as per *Child, Centre Incident Reporting Procedure* Branch/Affiliate.
 - Director to complete Late Fee Form and ask the parent / guardian to sign.
 - Seek advice/direction of ECEM/Committee on payment for additional time worked.