

1. Parent / guardian and authorised persons responsibilities

- Document child's arrival at and departure from centre via:
 - The sign in and out record with name, signature and time
OR
 - iCheck-In located on the iPad 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.
- Provide details of all custodial parents / guardians at enrolment via *Enrolment Booklet / Online Enrolment Form*. All custodial parents / guardians must be aware of and consent to the child's enrolment.
- Provide details of at least one Authorised Person (emergency contact) via *Enrolment Booklet / Online Enrolment 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.
- Arrive at least 5 minutes prior to centre closure / session finish to collect child.
- 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. *Late Fee Form* is signed upon collection.
- 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.

2. Educator responsibilities

- Share details of this procedure at and throughout enrolment.
- Only allow custodial parents / guardians and Authorised Persons (emergency contacts as recorded in *Enrolment Booklet / Online Enrolment Form* and *Additional Emergency Contact Form*) to collect children.
- Ensure all children have been signed in and out daily (written record OR iCheck-In). When a parent / guardian or Authorised Person has forgotten to sign their child in and out, an educator is required to sign the child in and out (reg.158). The next time the parent signs their child in they will be required to confirm the time.
- Document child's arrival at and departure from centre / program if:
 - An authorised person is between 12 and 18 years (refer to section 3 of this procedure).
 - The child attends a C&K OSHC.
- Complete a written attendance record daily i.e. *Kidsoft Roll Report*. This record is used as a reference during an emergency / drill (refer to *Rolls, Sunscreen, Sign In Out Procedure*).
- When practical, contact parents / guardians who have not informed the centre of their child's absence.
- 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.
- At the end of session / centre closure, check all areas to ensure every child has been accounted for and signed in and out.
- When a child is collected late, ask parent / guardian or authorised person to sign and date completed *Late Fee Form*. Refer to *Charge Late Fees Procedure* for details on how to enter a late fee charge into Kidsoft.
- If applicable, record relevant details of children's arrival, departure and access via the *Extended Hours Kindergarten Communication Record*.

3. 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. Keep on child's file (e.g. 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.

4. 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 Early Childhood Education Manager / Consultant for advice and support regarding court orders / parenting plans.

5. 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. A parent / guardian or authorised person cannot be prevented from leaving with the child.
- If the person becomes aggressive and you feel your or the children's safety is or could be compromised, call 000. Follow police instructions. If applicable, implement centre lock down.
- **Post-incident responsibilities:**
 - When practical, complete a *Child Incident Record*
 - Inform Early Childhood Education Manager / Committee.
 - Inform local Department of Education office (regulatory authority) via phone.
 - Undertake responsibilities as per *Child Incident Reporting Procedure*.

6. 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:
 - Confirm the person's identity by sighting photo ID. Photocopy and keep on child's file.
 - When next practical, direct parent / guardian to complete *Additional Emergency Contact Form*. Keep on child file (e.g. Kidsoft record).
- **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:**

- When practical, complete a *Child Incident Record*.
- Inform Early Childhood Education Manager / Committee.
- Inform local Department of Education office (regulatory authority) via phone.
- Undertake responsibilities as per *Child Incident Reporting Procedure*.

7. 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 Incident Record*) of the times, people and numbers called.
- Phone emergency contacts / authorised persons. Keep a record (via *Child 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 / Early Childhood Education Manager OR Regional Manager / Management 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.
- **Post-incident responsibilities:**
 - When practical, complete a *Child Incident Record*.
 - Inform Early Childhood Education Manager / Committee.
 - Inform local Department of Education office (regulatory authority) via phone.
 - Undertake responsibilities as per *Child Incident Reporting Procedure*.
 - Director to complete *Late Fee Form* and ask the parent / guardian to sign.
 - Seek advice / direction of Early Childhood Education Manager / Committee on payment for additional time worked.