

ACCESS AND RELEASE OF CHILDREN

At the Queen Elizabeth Community Childcare Centre, we believe that children have a fundamental right to be protected and kept safe whilst they are in an approved service.

Educators are aware of and act on their responsibilities for ensuring children's safety at all times, including in relation to child protection, and are able to articulate these responsibilities' (NQS 2.2)
For more information please visit: [National Quality Standard 2018](#)

We have a legal and ethical obligation to create and maintain safe, healthy environments which enhance children's learning and development.

Regulations related to release of children: 99 and 158

For more information please visit: [Education and Care Services National Regulations 2011](#)

In regards to the access and release of children we will ensure that:

- Children will be released only to the parent(s)/guardian who enrolled the child or persons who have been listed as 'emergency contacts and collection authorities' or have been added in writing.
- In the case of an emergency verbal notification from parents/guardian will be accepted.
- Children will not be released to persons under the age of eighteen years; exemptions may be granted at the discretion of the Director and noted in writing by the parents/guardian.
- Identification must be sighted if the person is unknown to staff.
- The child may only leave the education and care service without parent authorisation if they require medical, hospital or any emergency treatment.

Non-custodial Parents

1. Unless a custody order with a prohibition clause is sighted, both parents are entitled to information about the child's progress.
2. If a non-custodial parent attempts to take a child from the centre without the knowledge of the custodial parent
 - a. Verify the identity of the person.
 - b. Clarify policy that the child may only be released to the parent who enrolled the child unless written or verbal notification is received.
 - c. Telephone the custodial parent for clarification.
 - d. If the person becomes abusive or violent, tell the person the child is being released under demand and the police will be called.
 - e. Ensure the safety of the other children and call the police as soon as it is safe to do so.

Uncollected Children

1. Liaise with the Director
2. Call all contact numbers to arrange for the child to be collected. **Check the identity of the contacted person before releasing the child.**
3. If no contact is made after thirty minutes call **Crisis Care 13 16 11** to arrange pick up. It may be possible to supply Crisis Care with possible emergency care contacts, e.g. staff member, known friends of the family. **Placement must be made by Crisis Care Worker. Child released to Crisis Care Worker after identification has been checked.**
4. Leave a sign on the front door informing of Crisis Care After hours phone number:
13 16 11
5. In the event that a child is not collected by the centre closure, parents will incur a late fee. This fee is reflective of the cost of keeping the centre open until the child is collected. The centres insurance does not cover incidents that occur outside normal operating hours.

Reference:

Guide to the National Quality Framework
<http://files.acecqa.gov.au/files/NQF/Guide-to-the-NQF.pdf>
 Education and care National Regulations 2011
<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

Reviewed	Reviewer	Approved	Next review
January 2019	Senka Jelic Assistant Director	Management Committee	January 2021