Partnerships with families  
17th February to 21st February 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* measuring the way we implement supportive practices with our families to see how we could be rated exceeding by the Government in this area. If you’d like more information about the practices required to achieve exceeding, or simply need some support to access community services which promote parenting and wellbeing, or to participate in what’s happening at our service, please let me know
* reviewing our Delivery and Collection of ChildrenPolicy. A summary follows.

**Delivery and Collection of Children Policy**

* All children must be signed inand outby the person who delivers or collects the child. If this person forgets, they will be signed in or out by the nominated supervisor or an educator.
* Children can only be collected by a parent, authorised nominee, or a person authorised by a parent or authorised nominee to collect the child
* Children may leave the premises if a parent or authorised nominee provides written authorisation
* No child will leave with an unauthorised person. If the person becomes aggressive or violent and will not leave the Nominated Supervisor or educator will implement lockdown procedures and ring the police
* No child will leave with anyone not known to educators. The person must be able to produce photo identification if required
* If a parent collecting a child appears to be intoxicated, or under the influence of drugs, educators will inform the police of the circumstances, person’s name and vehicle registration number if they insist on taking the child
* If an authorised nominee appears to be intoxicated, or under the influence of drugs, and staff feel the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
* If a child has not been collected by closing time,  the Nominated Supervisor will:
  + try to contact the parents or other authorised nominees
  + if unsuccessful, leave a voicemail or SMS advising someone will wait up to 30 minutes before ringing the police or Child Protection
* wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection for guidance.

There is a copy of the policy near the sign in/out sheet. Please take a moment to read it. We value any feedback you may have.

Nominated Supervisor