

# DELIVERY AND COLLECTION OF CHILDREN POLICY

---

## NQS:

QA2	2.3	Each child is protected
-----	-----	-------------------------

## NATIONAL REGULATIONS AND LAW ACT 2010:

Regs	99	Children leaving the education and care service premises
	168 (2)(f)	Policies and procedures are required in relation to the following – delivery of children to, and collection of children from the education and care service premises, including procedures complying with regulation 99
Sect.	167	Offense relating to protection of children from harm and hazards
	170	Offense relating to unauthorised persons on education and care service premises

## RATIONALE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Edinburgh Early Learning Centre.

## AIMS

Edinburgh Early Learning Centre is committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service
- meeting its duty of care obligations under the law.

## IMPLEMENTATION

**The Approved Provider and /or Nominated Supervisor is responsible for:**

- ensuring parents/guardians have completed the authorised nominee section of their child's enrolment form, and that the form is signed and dated
- providing an attendance that meets the requirements of Regulation 158(1) and is signed, via the iPad, by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day
- ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these or in the case of a medical emergency or an excursion (Regulation 99)
- ensuring a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
- ensuring authorisation procedures are in place for excursions and other service events
- ensuring that there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency (refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy)

- ensuring that there are procedures in place when a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child (Attach 1)
- ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed (Attach 1)
- ensuring that staff follow the procedures for safe collection of children (Attach 3)
- ensuring that there are procedures in place and are followed if an inappropriate person attempts to collect a child from the service
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring procedures are in place and are followed for the care of a child who has not been collected from the service on time
- ensuring staff follow procedures for late collection of children (Attach 4)
- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service (including when children are collected late from the service) according to the requirements of Regulations 123 and 360
- notifying DEECD in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident, including when a child has left the service unattended by an adult or with an unauthorised person (Regulations 12, 86, 176)
- providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.
- ensuring children are adequately supervised at all times
- following the authorisation procedures listed in Attachment 1

**Certified Supervisors and other educators are responsible for:**

- ensuring the attendance record is signed by the parent/guardian, authorised nominee, Nominated Supervisor or an educator, detailing the child's time of arrival and departure from the service (Regulation 158(1)) This will need to be checked on the iPad Kiosk – the sign in and sign out program.
- developing safety procedures for the mass arrival and departure of children from the service
- refusing to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is not written authorisation of one of these
- implementing the authorisation procedures outlined in Attachment 1 in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child
- following the authorisation procedures (Attach 1) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service
- following procedures in the event that an inappropriate person attempts to collect a child from the service (Attach 3)
- informing the Approved Provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person
- following procedures for the late collection of children (Attach 4)
- maintaining educator-to-child ratios at all times children are in attendance at the service (including when children are collected late from the service)
- ensuring the entry/exit doors and gates are kept closed and locked during program hours
- Display an up-to-date list of telephone number of the Approved Provider, DEECD, Child FIRST, DHS child Protection Service and the local police station

### **Parents/guardians are responsible for:**

- completing and signing the authorised nominee section of their child's enrolment form before their child attends the service
- signing and dating permission forms for excursions
- signing the attendance record as their child arrives at and departs from the service via the iPad Kiosk program
- ensuring educators are aware that their child has arrived at/been collected from the service
- collecting their child on time at the end of each session/day
- alerting educators if they are likely to be late collecting their child
- providing written authorisation where children require medication to be administered by educators/staff, and signing and dating it for inclusion in the child's medication record
- supervising their own child before signing them into the program and after they have signed them out of the program
- supervising other children in their care, including siblings, while attending or assisting at the service
- paying a late-collection fee if required by the service's *Fees Policy*.

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

## **EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)).

## **SOURCES AND RELATED POLICIES**

### **Sources**

- Australian Children's Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Department of Education and Early Childhood Development (DEECD), Licensed Children's Services, phone 1300 307 415 or email [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

### **Service policies**

- *Acceptance and Refusal of Authorisations Policy*
- *Child Protection Policy*
- *Dealing with Medical Conditions Policy*
- *Emergency and Evacuation Policy*
- *Enrolment and Orientation Policy*
- *Excursions and Service Events Policy*
- *Fees Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Privacy and Confidentiality Policy*
- *Supervision of Children Policy*

## **ATTACHMENTS**

- Attachment 1: Authorisation procedures
- Attachment 2: Authorisation Form
- Attachment 3: Procedures to ensure the safe collection of children
- Attachment 4: Procedures for the late collection of children

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Edinburgh Early Learning Centre on 8/9/12.

**REVIEW DATE:** JUNE 2015

<b>Staff Meeting</b>	<b>Management Meeting</b>	<b>Parent Notice Board</b>	<b>Newsletter</b>	<b>Website</b>
10 Feb 2015	2 March 2015	11 Feb 2015	February 2015	March 2015

## **ATTACHMENT 1**

### **Authorisation procedures**

**These procedures are to be followed when a child is COLLECTED BY AN UNAUTHORISED PERSON, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.**

The Nominated Supervisor will:

1. request that the parent/guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
2. accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
  - 2.1 all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
  - 2.2 two educators take the verbal authorisation message (recommended by DEECD)
  - 2.3 the verbal authorisation is documented and stored with the child's enrolment record for follow-up
  - 2.4 photo identification is obtained to confirm the person's identity on arrival at the service
  - 2.5 ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (Attachment 2) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
3. ensure that fax or email authorisation is stored with the child's enrolment record
4. ensure the attendance record is completed prior to child leaving the service
5. refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
6. contact police if the safety of the child or service staff is threatened
7. implement late collection procedures (refer to Attachment 4) if required
8. notify the Approved Provider in the event that written authorisation is not provided for further follow-up.

## ATTACHMENT 2 Authorisation Form for Collection of Children



To be used as a follow-up to a written/verbal/email/fax authorisation when the parent/guardian or authorised nominee is next at the service

I, (Parent Name) \_\_\_\_\_ authorised by writing/telephone/email/fax  
for my child/ren \_\_\_\_\_ to

be collected from Edinburgh Early Learning Centre for: a one-off occasion on \_\_\_\_\_ date  
as required from \_\_\_\_\_ date

Name: \_\_\_\_\_ Relationship to Child: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

NOTE: For one-off occasion this person is **not** to be included on my child's enrolment form, otherwise the above person will be added as an authorised nominee to collect my child on an ongoing basis.

Signed: \_\_\_\_\_ (Parent/guardian or authorised nominee)

Signed: \_\_\_\_\_ (Staff member reporting)

Date: \_\_\_\_\_

This form will be attached to the child's enrolment form.

## Authorisation Form for Collection of Children



To be used as a follow-up to a written/verbal/email/fax authorisation when the parent/guardian or authorised nominee is next at the service

I authorised by writing/telephone/email/fax

for my child/ren \_\_\_\_\_ to

be collected from Edinburgh Early Learning Centre for: a one-off occasion on \_\_\_\_\_ date  
as required from \_\_\_\_\_ date

Name: \_\_\_\_\_ Relationship to Child: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

NOTE: For one-off occasion this person is **not** to be included on my child's enrolment form, otherwise the above person will be added as an authorised nominee to collect my child on an ongoing basis.

Signed: \_\_\_\_\_ (Parent/guardian or authorised nominee)

Date: \_\_\_\_\_

This form will be attached to the child's enrolment form.

## ATTACHMENT 3

### Procedures to ensure the safe collection of children

Early childhood professionals have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person.

Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed.

- Consult with the Nominated Supervisor or the Approved Provider, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the Nominated Supervisor or the Approved Provider fears for the safety of the child, themselves or other service staff at any time, contact the police immediately.
- Complete the *Incident, Injury, Trauma and Illness Record* and file with the child's enrolment form.
- Inform the Approved Provider as soon as is practicable, and at least within 24 hours of the incident.
- Inform the Regulatory Authority (DEECD) within 24 hours of a serious incident occurring .

## **ATTACHMENT 4**

### **Procedures for the late collection of children**

Where the parent/guardian or authorised nominee is late collecting their child and has not notified the service and is uncontactable, the Nominated Supervisor is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting parents/guardians or the authorised nominee to request collection
- informing the Approved Provider
- contacting Child FIRST or the local police where the parents/guardians or authorised nominees are unable to be contacted (by a time determined by the service)
- notifying DEECD as soon as is practicable in the event that the parents/guardians or authorised nominees are not contactable
- determining if a late collection fee is to be charged (refer to *Fees Policy*).