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|  | <p align="center">Delivery and Collection of Children Policy & Procedures</p> |
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| Responsible Officer | Manager Evolve Early Learning & Kindergarten |
| Policy Owner | Evolve Early Learning & Kindergarten |

Policy

Evolve Early Learning & Kindergarten 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.

Purpose

Evolve Early Learning & Kindergarten is committed to:

- Ensuring the safe delivery and collection of children attending Evolve Early Learning & Kindergarten
- This policy has been adapted from *PolicyWorks* Manual - National Quality Framework released by the Early Learning Association Australia.

Scope

This policy applies to Evolve Early Learning & Kindergarten who is responsible for the direct education and care of children including offsite excursions and activities.

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, Primary Nominee, Educators, Staff, Students on placement, Volunteers, Parents/guardians, Children and others attending Evolve Early Learning & Kindergarten

National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety

2.1.1 Wellbeing and comfort - Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation

2.2 Safety - Each child is protected

2.2.2 Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented

2.2.3 Child Protection – Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

Background

- A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or have been signed out of the service, and is legally under the care and supervision of the parent/guardian (refer to *Supervision of Children Policy*).
- A child may only leave the service in the care of a parent/guardian, Authorised Nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent who is prohibited by a court order from having contact with the child and no child will be released into the care of a person under 16 years of age.
- An exception is made in the event of a medical or other emergency (refer to *Incident, Injury, Trauma and Illness Policy* and *Emergency and Evacuation Policy*) and for excursions (refer to *Excursions and Service Events Policy*).

Education and Care National Regulations

- Delivery and collection of children (National Regulations 99)

Responsibility/Accountability

The Approved Provider, according to Regulations is responsible for the implementation of this policy. This will be achieved through the Centre manager and staff:

- Ensuring parents/guardians have completed the Authorised Nominee (refer to *Definitions*) section of their child's enrolment form, and that the form is signed and dated (refer to *Enrolment and Orientation Policy*)
- Providing an Attendance Record (refer to *Definitions*) that meets the requirements of Regulations (National Regulations 158) and is signed 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 (refer to the *Delivery and Collection of Children Procedure*) or in the case of a medical emergency or an excursion (National Regulations 99) (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy* and *Excursions and Service Events Policy*)
- 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 (refer to *Excursions and Service Events Policy*)
- Ensuring authorisation procedures are in place for excursions and other service events (refer to *Excursions and Service Events Policy*)
- 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 (refer to the *Delivery and Collection of Children Procedure*)

- 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 (refer to the *Delivery and Collection of Children Procedure*)
- Ensuring that there are procedures in place if an Inappropriate Person (refer to *Definitions*) attempts to collect a child from the service (refer to the *Delivery and Collection of Children Procedure*)
- Keeping a written record of all visitors to the service, including time of arrival and departure
- Ensuring procedures are in place for the care of a child who has not been collected from the service on time (refer to the *Delivery and Collection of Children Procedure*)
- 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 National Regulations 123 and 360 (refer also to *Supervision of Children Policy*)
- Notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a Serious Incident (refer to *Definitions*), including when a child has left the service unattended or with an Unauthorised Person (National Regulations 12, 86 and 176).
- Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.

The Nominated Supervisor/Primary Nominee is responsible for:

- 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 (refer to the *Delivery and Collection of Children Procedure*) or in the case of a medical emergency or an excursion (National Regulations 99) (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Excursions and Service Events Policy*)
- 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 (refer to *Excursions and Service Events Policy*)
- Ensuring that 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 National Regulations 123 and 360 (refer also to *Supervision of Children Policy*)
- Ensuring children are adequately supervised at all times (refer to *Supervision of Children Policy*)
- Following the authorisation procedures listed in the *Delivery and Collection of Children Procedure*
- Following the procedures to ensure the safe collection of children
- Following the procedures for late collection of children (refer to the *Delivery and Collection of Children Procedures* for the late collection of children).

Certified Supervisors, Nominees 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 (National Regulations 158).

- 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 (refer to *Acceptance and Refusal of Authorisations Policy*)
- Implementing the authorisation procedures 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 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 (refer to *Definitions*) attempts to collect a child from the service
- Informing the Approved Provider as soon as is practicable, but within 24 hours, if a child has left the service unattended or with an Unauthorised Person (refer to *Definitions*)
- Following procedures for the late collection of children
- 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 during program hours
- Displaying an up-to-date list of the telephone numbers of the Approved Provider, DET, Child FIRST, Department of Human Services (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
- 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
- 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.

Definitions

The terms defined in this section relate specifically to this policy and related procedures. For commonly used terms e.g. Approved Provider, Regulatory Authority etc. refer to the *Glossary of Terms*.

| Word/Term | Definition |
|--------------------------|--|
| Attendance Record | Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor/educator (National Regulations 158). |

| Word/Term | Definition |
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| Authorised Nominee (Emergency Contact) | (In relation to this policy) a person 16 years or over who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form. In the case of authorisation of medication and excursions the Authorised Nominee must be over 18 years. |
| Inappropriate Person | A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for them to be on the premises e.g. a person under the influence of drugs or alcohol (<i>National Law Act</i> reference 171). |
| Incident, Injury, Trauma and Illness Record | <p>Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence.</p> <p>Details required include the:</p> <ul style="list-style-type: none"> - name and age of the child - circumstances leading to the incident, injury, trauma or illness (including any symptoms) - time and date - details of action taken by the service including any medication administered, First Aid provided or medical personnel contacted - details of any witnesses - names of any person the service notified or attempted to notify, and the time and date of this - signature of the person making the entry, and time and date of this. <p>These details need to be kept for the period of time specified in National Regulations 183.</p> <p>A sample Incident, Injury, Trauma and Illness Record is available on the ACECQA website (see <i>Sources</i>).</p> |
| Medication Record | Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorization to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required (National Regulations 92) |
| Serious Incident | <p>An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of Regulations or is mistakenly locked in/out of the service premises (National Regulations 12).</p> <p>A Serious Incident should be documented in an Incident, Injury, Trauma and Illness Record (see <i>Sources</i>) as soon as possible and within 24 hours of the incident. The Regulatory Authority (Department of Education & Training (DET)) must be notified within 24 hours of a Serious Incident occurring at the service (National Regulations 176). Records are required to be retained for the periods specified in the National Regulations 183.</p> |
| Unauthorised Person | (In relation to this policy) is a person who is not a parent/guardian, family member, Authorized Nominee, emergency services or medical personnel, or a person who holds a current Working with Children Check card. |

DELIVERY AND COLLECTION OF CHILDREN PROCEDURE

Purpose

This procedure will provide a process to ensure the safe delivery and collection of children attending Evolve Early Learning & Kindergarten

Procedures

In terms of delivering the child to the service Attendance Record

- On arrival, it is a legal requirement that the person responsible for delivering the child to the service signs the child in using the Attendance Record, indicating their time of arrival.
- The person delivering the child should communicate any additional needs or information that may be required by educators to the educator present.
- For safety reasons, the person delivering the child should ensure that the door is closed securely upon arrival and departure of the service.
- If the person delivering and collecting the child does not sign the Attendance Record, the educator may sign in their place.
- The Attendance Record also has provision to confirm accuracy of the information contained in the record and the parent must sign this off at the end of each week.

In terms of collection of children:

- Parents/guardians are required to collect their child(ren) prior to the closing/end of the booked session.
- The person/persons identified on the child's enrolment form have been authorised to collect the child(ren) from care and sign them out indicating the time of departure.
- Collect all belongings including medication.
- In the event that a person nominated by the lawful authority of the child is unable to collect a child from care, verbal approval may be provided by the lawful authority. In this instance the educator must document the request, the name of the person and also request photo identification for verification.
- The child(ren) will not be released into the care of anyone under 16 years.

In terms of late collection:

- Parents/guardians are required to ring the service if they feel they may be late in picking up their children.
- Parents/guardians are required to nominate as a minimum, one emergency contact number (see emergency contact numbers on the enrolment form) for use by educators/staff. In emergency situations it is always better to have more than one person with the lawful authority to collect the child(ren) from the care environment.
- If an authorised person has not arrived or made contact regarding the collection of their child(ren), educators will commence the following procedure after the session has ended:
- Two educators as per Regulations, remain at the service with the child(ren) at all times. Educators will contact the parent/guardians to find out their estimated time of arrival and to arrange collection of the child(ren).
- If the parent/guardians are not contactable, then educators will begin calling the emergency contacts nominated on the child(ren) enrolment form.

- If the educator is unable to contact any of the emergency numbers, educators will contact the Approved provider. At the discretion of the Approved provider, educators will then contact Police to collect the children.
- A late fee will apply in this case of \$15 per 15 minute block will be charged. If you are between 5-15 minutes late you will be charged \$15. If you are 20 minutes or more late you will be charged double etc.
- Regular lateness in collecting children from programs may lead to loss of child's place at service

In terms of emergency situations:

- In an emergency the child may be given into the care of "a person" if the child requires medical, hospital or ambulance care or treatment, or because of another emergency (National Regulation 99(4d)).

In terms of concerns for safety and wellbeing:

- A child will not willingly be given into the care of a person if the staff member or educator, has reasonable grounds to believe that doing so would place the child in danger, even if the person in question has lawful authority or has been given authority to collect the child.

Situations where concern may occur include:

- A parent or other authorised person seems too ill, or affected by alcohol or drugs to safely care for the child.
- A young person who is authorised to collect the child does not seem sufficiently mature to safely care for the child.
- In this situation, the educator will contact one of the other people who is authorised to collect the child, and arrange alternate means for the collection of the child.
- If educator is placed in a position where they fear for the safety of the child, their own safety and that of others at the service, they will contact the police.

In terms of authority to collect a child:

- The names, addresses and contact numbers of all of the nominated people authorised to collect the child(ren) must be included on the enrolment form. Any changes must be advised in writing to the service as soon as possible.
- Parents/guardians are required to notify the service in writing if they require someone other than the nominated persons on the enrolment form to collect their child(ren) from the program. Should a change occur during the day in regards to collection arrangements for a child(ren), parent/guardians are to inform the staff via phone and written permission is to be provided the next care day.
- Educators will check the photo identification of the person collecting the child(ren) on arrival at the service to verify their details. Please note that new educators or educators that parent/guardians have not previously met may also request to see parent/guardian identification to verify their identity.
- The service will not release a child to anyone who is not nominated on the enrolment form without the required prior consent.
- Children cannot be collected by a person under the age of 16 years.

In terms of lawful authority:

- All parents have power and responsibilities in relation to their children, which can only be changed by a court order. It is not affected by the relationship between the parents, such as whether or not they have lived together or are married.
- A court order, such as under the *Family Law Act*, may take away the authority of a parent to do something or it may give it to another person.
- A guardian of a child also has lawful authority. A legal guardian is given lawful authority by a court order. The definition of guardian under the regulations also covers situations where a child does not live with their parents and there are no court orders. In these cases the guardian is the person the child lives with who has day-to-day care and control of the child (National Regulations 160).
- Non-legal guardians such as foster carers enrolling children in the service do not have the authority to sign enrolment forms, and are required to obtain the signature of the parent or legal guardian. Department and agency staff may have the authority to sign enrolment documentation if the agency or department are the legal guardians of the child (National Regulations 160).

In terms of persons not authorised to collect a child:

- In the event that a person not authorised on the child(ren)'s enrolment form arrives to collect them from the service, educators will contact the parents/guardians to see if they had made these arrangements for the collection of their child(ren) from the service.
- If contact is made with the parents/guardians and they give permission for the person to collect the child(ren) from the service:
- The service educators will check the photo identification of the non-authorised person and with the verbal permission of the parent allow the child(ren) to go with that person.
- The parent/guardian will be required to add that person/s name to the enrolment form in writing and provide written permission for the person to collect the child(ren) that day, to go on file.
- If contact is made with the parent/guardian and they do not give permission for the person to collect the child(ren) from the service, educators will not allow the child(ren) to go with that person(s). If the person(s) become hostile and or will not leave the service the educator will contact the Police.

In terms of if the parents/guardians cannot be contacted:

- Educators will not allow the child(ren) to go with that person(s). If the person(s) become hostile and or will not leave the service the educator will contact the Police.
- In the event that parent/guardians regularly do not notify the service of changes to the persons collecting their child(ren) the parents/guardians will be required to meet with the program leader/supervisor to review their enrolment form details and the persons they have authorised to collect their child(ren).
- In terms of custodial issues - releasing a child to a non-custodial adult
- In the case of parents/guardians being separated or divorced and one parent/guardian having legal custody (refer to enrolment form), the non-custodial parent/guardian cannot collect the child without authorisation. Legal documentation is necessary and this information is required upon enrolment and needs to be attached to the enrolment form.
- If the non-custodial parent/guardian comes to the service, educators will inform them that they cannot let the child(ren) go with them. Educators will then contact the custodial parent/guardian immediately.

- If the non-custodial parent becomes hostile or will not leave, educators will then contact the Police.
- If custody has not been formalised through the courts and the parents name is on the enrolment form educators will allow the child(ren) to be collected from care by that parent.

References, Sources, Links to Legislation and Other Documents

Please refer to Reference and Sources page.

Related service policies:

Acceptance and Refusal of Authorisations 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