

DELIVERY AND COLLECTION OF CHILDREN

QUALITY AREA 2 | ELAA version 1.0



PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Civic Kindergarten by ensuring:

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- Children are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
- Children are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency



POLICY STATEMENT

VALUES

Civic Kindergarten is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the service
- ensuring that service leaders, ECT's, educators and staff are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises
- meeting its duty of care obligations under the law

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of Civic Kindergarten, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	√	√	√	√
Prior to the child commencing with the service, ensuring parents/guardians complete the Authorisation Emergency Contact details on page 7 of the (<i>refer to Attachment 2</i>) their child's enrolment form, and that the form is signed and dated (<i>refer to Enrolment and Orientation Policy</i>) <i>Regulation 160, 161</i>	R	√		√	
Providing an attendance record (<i>refer to Definitions</i>) that meets the requirements of <i>Regulation 158(1)</i> and ensure the arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day	R	√			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/guardian, authorised nominee, nominated supervisor or an educator, detailing the child's time of arrival and departure from the service (<i>Regulation 158(1)</i>)	R	√	√	√	√
Developing safety procedures for the mass arrival and departure of children from the service	R	√	√		
Ensuring educators and parents are aware that their child has arrived at/been collected from the service and to have procedures in place to ensure this process			√	√	√
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 (<i>refer to Attachment 2</i>) or in the case of a medical or other emergency (<i>Regulation 99</i>) (<i>refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy</i>)	R	√	√		√
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 no written authorisation of one of these (<i>refer to Attachment 2</i>) (<i>refer also to Acceptance and Refusal of Authorisations Policy</i>)	R	√	√	√	√
Ensuring a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee (<i>refer to Excursions and Service Events Policy</i>)	R	√	√	√	√
Ensuring authorisation procedures are in place for excursions, regular outings and other service events (<i>refer to Excursions and Service Events Policy</i>), including the authorisation for transporting children (<i>Regulation 102D</i>)	R	R	√		

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 (<i>refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i>)	R	√			
Implementing the authorisation procedures outlined in <i>Attachment 1</i> 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	R	√			
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 (<i>refer to Attachment 1</i>)	R	√			
Following the authorisation procedures (<i>refer to Attachment 1</i>) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service	R	√			
Following the procedures to ensure the safe collection of children (<i>refer to Attachment 3</i>)	R	√	√	√	√
Following procedures in the event that an inappropriate person (<i>refer to Definitions</i>) attempts to collect a child from the service (<i>refer to Attachment 3</i>)	R	√	√		√
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 (<i>refer to Definitions</i>)		√	√		√
Keeping a written record of all visitors to the service, including time of arrival and departure	R	√	√		
Ensuring procedures are in place for the care of a child who has not been collected from the service on time (<i>refer to Attachment 4</i>)	R	√			
Following procedures for the late collection of children (<i>refer to Attachment 4</i>)	R	√	√	√	√
Collecting their child on time at the end of each session/day				√	
Alerting the service if they are likely to be late collecting their child				√	
Paying a late-collection fee if required by the service's <i>Fees Policy</i>				√	
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 <i>Regulations 123 and 360</i> (<i>refer also to Supervision of Children Policy</i>)	R	√	√		√
Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensuring that the response meets all regulatory requirements, including implementing the <i>Incident, injury, trauma and illness policy</i> (<i>Regulations 86 and 87</i>)	R	√	√		√
Ensuring children are adequately supervised at all times (<i>refer to Supervision of Children Policy</i>)	R	√	√		√
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				√	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	√	√	√	√

Notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (<i>refer to Definitions</i>), including when a child has left the service unattended by an adult or with an unauthorised person (<i>Regulations 12, 86, 176</i>)	R	√			
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	√			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	√	√	√	√
Displaying an up-to-date list of the telephone numbers of the Approved Provider, DET, Child FIRST, DHS Child Protection Service and the local police station	R	√			

BACKGROUND AND LEGISLATION



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 has been signed out of the service and is legally under the care and supervision of the parent/guardian (*refer to Supervision of Children Policy*).

The 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/parenting order from having contact with the child. 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*).

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to determine if a person under the age of 18 is able to be an authorised nominee and, if so, what constitutes the minimum acceptable age at that service.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Family Law Act 1975 (Cth)
- National Quality Standard, Quality Area 2: Children's Health and Safety

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

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 or educator (Regulation 158(1)).

Authorised Nominee: (In relation to this policy) a person 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.

Civic Kindergarten: The commonly used name of our children's service. The Approved Provider is Pre-School Association Middle Park Incorporated on our license (PSAMPI).

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 him/her to be on the premises e.g. a person under the influence of drugs or alcohol (*National Law: Section 171(3)*).

Unauthorised person: (in relation to this policy) is any person who has not been listed as an authorised nominee on the child's enrolment form.



SOURCES AND RELATED POLICIES

SOURCES

- Australian Children's Education and Care Quality Authority (ACECQA): www.acecqa.gov.au
- Department of Education and Training (DET) Licensed Children's Services, phone 1300 307 415 or email licensed.childrens.services@edumail.vic.gov.au

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Child Safe Environment and Wellbeing
- Dealing with Medical Conditions
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions and Service Events
- Fees
- Incident, Injury, Trauma and Illness
- Privacy and Confidentiality
- Road Safety and Safe Transport
- Supervision of Children

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
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).





ATTACHMENTS

- Attachment 1: Authorisation procedures when unauthorised person collecting a child.
- Attachment 2: Authorisation Emergency Contact Form
- Attachment 3: Additional Authorised Nominees Form
- Attachment 4: Procedures to ensure the safe collection of children
- Attachment 5: Procedures for the late collection of children

AUTHORISATION

This policy was adopted by the approved provider of Civic Kindergarten on 24TH April 2024.

REVIEW DATE: APRIL 2027.

DOCUMENT HISTORY

Version	Date	By	Reason for change
1.0	2014	ELAA	Initial Draft – ELAA template 2014
2.0	9/11/2015	Policy Officer, Director of Teaching.	Review and endorsement by Committee of Management (CoM)
3.0	1/11/2016	Policy Officer, Director of Teaching	Review and endorsement by Committee of Management (CoM)
4.0	21/08/2018	Policy Officer, Director of Teaching	The policy was reviewed and endorsed by the Committee of Management (CoM)
5.0	July 2020	Policy Officer, President, Director of Teaching	Reviewed and endorsed by CoM.
6.0	June 2022	Policy Officer, President, Director of Teaching	Reviewed and endorsed by CoM.
7.0	Apr 2024	Policy Officer, President, Director of Teaching	Reviewed and endorsed by CoM.

ATTACHMENT 1. AUTHORISATION PROCEDURES WHEN UNAUTHORISED PERSON COLLECTING A CHILD.

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent/guardian or authorised nominee contacts the service to notify that such a person will be collecting their child.

The Operations Manager will:

Request that the parent/guardian or authorised nominee email a completed the Additional Authorised Nominees Form if it is possible to do so.

If it is not possible for the parent/guardian/authorised nominee to provide the Additional Authorised Nominee Form via email, the service can accept a written authorisation in the form of email or text, provided the following procedure is followed within 24 hours of the initial request:

1. All details of the person collecting the child, including the name, address and telephone number of the person must be obtained in text or email form provided by the Authorised Nominee prior to child collection.
2. The text/email authorisation is documented and stored with the child's enrolment record for follow-up.
3. Photo identification is obtained to confirm the person's identity on arrival at the service.
4. Ensure that parents/guardians/authorised nominees follow up the temporary text/email authorisation by completing and emailing an Additional Authorised Nominees Form (*refer to Attachment 3*) within 24hours of the initial request.
5. File the Additional Authorised Nominee Form is stored with the child's enrolment record
6. Ensure the attendance record is completed prior to child leaving the service by the Nominated Supervisor.
7. Refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee.
8. Contact police if the safety of the child or service staff is threatened.
9. Implement late collection procedures (*refer to Attachment 5*) as required
10. Notify the Approved Provider in the event that written authorisation is not provided for further follow-up to obtain the correct documentation, fees etc.

ATTACHMENT 2. AUTHORISATION EMERGENCY CONTACT FORM

Extract From Page 7 of The Enrolment Form

CONFIDENTIAL ENROLMENT FORM

AUTHORISED EMERGENCY CONTACTS

Please list below the details of those people who you have authorised as emergency contacts for the child. This list may be amended at any time. In the event that the parents or guardians cannot be contacted, the persons listed below with authority will be contacted regarding collecting the child, in event of an emergency involving the child, consent to medical treatment or the administration of medication, or to authorise an educator to take the child outside of the service premises. Please tick the appropriate boxes for each contact to confirm authorisation.

<p>Name _____</p> <p>Address _____</p> <p>Phone _____ Mobile _____</p> <p>Email _____</p> <p>Relationship to Child: _____</p> <p><input type="checkbox"/> Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(i))</p> <p><input type="checkbox"/> Notification in the event of an Emergency (Reg. 160(3)(b)(ii))</p> <p><input type="checkbox"/> Authorised to Consent to Medical Treatment (Reg. 160(3)(b)(iv))</p> <p><input type="checkbox"/> Authorisation for the administration of medication (Reg. 160(3)(b)(v))</p> <p><input type="checkbox"/> Authorised to authorise an Educator to take the child outside of the premises (Reg. 160(3)(b)(v)(A))</p>	<p>Name _____</p> <p>Address _____</p> <p>Phone _____ Mobile _____</p> <p>Email _____</p> <p>Relationship to Child: _____</p> <p><input type="checkbox"/> Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(i))</p> <p><input type="checkbox"/> Notification in the event of an Emergency (Reg. 160(3)(b)(ii))</p> <p><input type="checkbox"/> Authorised to Consent to Medical Treatment (Reg. 160(3)(b)(iv))</p> <p><input type="checkbox"/> Authorisation for the administration of medication (Reg. 160(3)(b)(v))</p> <p><input type="checkbox"/> Authorised to authorise an Educator to take the child outside of the premises (Reg. 160(3)(b)(v)(A))</p>
<p>Name _____</p> <p>Address _____</p> <p>Phone _____ Mobile _____</p> <p>Email _____</p> <p>Relationship to Child: _____</p> <p><input type="checkbox"/> Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(i))</p> <p><input type="checkbox"/> Notification in the event of an Emergency (Reg. 160(3)(b)(ii))</p> <p><input type="checkbox"/> Authorised to Consent to Medical Treatment (Reg. 160(3)(b)(iv))</p> <p><input type="checkbox"/> Authorisation for the administration of medication (Reg. 160(3)(b)(v))</p> <p><input type="checkbox"/> Authorised to authorise an Educator to take the child outside of the premises (Reg. 160(3)(b)(v)(A))</p>	<p>Name _____</p> <p>Address _____</p> <p>Phone _____ Mobile _____</p> <p>Email _____</p> <p>Relationship to Child: _____</p> <p><input type="checkbox"/> Authorised to Collect (Authorised Nominee) (Reg. 160(3)(b)(i))</p> <p><input type="checkbox"/> Notification in the event of an Emergency (Reg. 160(3)(b)(ii))</p> <p><input type="checkbox"/> Authorised to Consent to Medical Treatment (Reg. 160(3)(b)(iv))</p> <p><input type="checkbox"/> Authorisation for the administration of medication (Reg. 160(3)(b)(v))</p> <p><input type="checkbox"/> Authorised to authorise an Educator to take the child outside of the premises (Reg. 160(3)(b)(v)(A))</p>

AUTHORISATION & DECLARATION

I, _____ (print full name)

a person with parental responsibility of the child referred to in this enrolment form (Reg. 161):

- authorise the Approved Provider, Nominated Supervisor, or an educator or in the case of Family Day Care, the family day care educator, to seek
 - medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - transportation of the child by an ambulance service; and
 - if relevant, an authorisation given under regulation 162 for the Education and Care Service to take the child on regular outings.
- agree that I am responsible for any expenses incurred during a medical emergency in relation to the child;
- agree to reflect or make arrangements for the collection of the child if he or she becomes unwell;
- understand that in an emergency situation or where evacuation is necessary that the child may need to leave the Education and Care Service under the direction and supervision of the approved provider, nominated supervisor or educator;
- have read & understood the Education and Care Service's policies including the 'Payment of Fees';
- declare that the information in this enrolment form is true and correct and undertake to immediately inform the Education and Care Service in the event of any change to this information;

I give permission to contact Maternal Child Health if needed.

Signature of person with parental responsibility of the child _____ Date _____

IF YOU HAVE QUESTIONS WHEN FILLING OUT THIS FORM, PLEASE CONTACT YOUR EDUCATION AND CARE SERVICE

UPDATED TO NATIONAL QUALITY FRAMEWORK AT TIME OF PRINTING IN ACCORDANCE WITH REGULATION 161-162.

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ATTACHMENT 3. ADDITIONAL AUTHORISED NOMINEE FORM

Additional Authorised Nominees Form



Instructions

The person listed below is an additional Authorised Nominee in addition to the names already listed on the child's Confidential Enrolment Form.

In the event the parent/guardian cannot be contacted the person listed below has authority to either be contacted regarding collecting and drop off of the child, in event of an emergency involving the child, consent to medical treatment, administration of medication or to authorise the Educator to take the child outside the Service premises. Please select the box suitable for the level of authority you provide.

Child Information

Child's Name	<input type="text"/>	Three Year Old Group	<input type="checkbox"/>
		Four Year Old Group	<input type="checkbox"/>

Authorised Nominee

First Name	<input type="text"/>
Family Name	<input type="text"/>
Address	<input type="text"/>
Phone (Mobile)	<input type="text"/>
Email	<input type="text"/>
Relationship to child	<input type="text"/>

Select the box applicable that this person is authorised to do (leave blank what is not applicable):

Authorised to collect and drop the child? Yes

Notified in the event of an emergency? Yes

Authorised to consent to administer of medication? Yes

Authorised to consent to an educator taking the child outside the kindergarten? Yes

Authorised to consent to medical treatment from a registered medical practitioner, hospital or ambulance service? Yes

Signature

Name

Date

Email the completed form to: civic.kin@kindergarten.vic.gov.au

ATTACHMENT 4. 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 (*refer to Definitions*) including a person who may pose a risk to the safety, health or wellbeing of any child/ren at the service.

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 request they contact 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, call 000 or 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 (DET) within 24 hours of a serious incident occurring (*refer to Definitions*).

ATTACHMENT 5. PROCEDURES FOR THE LATE COLLECTION OF CHILDREN

Scenario 1: The service has been notified of the late collection

Where a parent/guardian or authorised nominee has notified the service that they will be late collecting their child, 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 if the child has not been collected by the agreed time, and informing the approved provider of the situation
- following the steps listed in scenario 3 (below) if parents/guardians or the authorised nominee do not arrive to collect the child and cannot be contacted.

Scenario 2: The service has not been notified of the late collection

Where a parent/guardian or authorised nominee is late collecting their child and has not notified the service that they will be late, 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 **after 10 minutes**.
- informing the approved provider of the situation
- following the steps listed in scenario 3 (below) if the parents/guardians or authorised nominee cannot be contacted.

Scenario 3: The child has not been collected and a parent/guardian/authorised nominee is unable to be contacted

Where the parent/guardian or authorised nominee is late collecting their child and is unable to be contacted, 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 Orange Door or the local police if a child has not been collected within 30minutes of the program concluding.
- notifying DET as soon as is practicable
- informing the approved provider of the situation.

Late collection fee

A late collection fee of \$50 will be charged for each 30 minutes a child remains in the centre after the session has concluded in all of the above scenarios and will be collected via our direct debit Ezidebit system. See *Fees Policy*.