

DELIVERY AND COLLECTION OF CHILDREN POLICY

Mandatory – Quality Area 2

Precious Gems Childcare Pty Ltd trading as "Kids Haven Childcare"

Quality Area 2.1.1	Wellbeing and comfort – Child's wellbeing and comfort
Quality Area 2.1.2	Health practices and procedures – illness, management & hygiene practices
Quality Area 2.1.4	Steps are taken to control the spread of infectious diseases and to manage injuries and illness
Quality Area 2.2	Safety – Each child is protected
Quality Area 2.2.2	Plans to effectively manage incidents and emergencies
Quality Area 7.3	Administrative systems enable the effective management of a quality service
Quality Area 7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
Quality Area 7.3.2	Administrative systems are established and maintained to ensure effective operation of the service
National Law Section 167	Offence relating to protection of children from harm and hazards
National Law Section 169(2) (4)	Offence relating to staffing arrangements - An approved provider and Nominated Supervisor of an education and care service must ensure that each educator educating and caring for children for the service meets the qualification requirements relevant to the educator's role as prescribed by the national regulations
National Law Section 175	Offence relating to requirement to keep enrolment and other documents
Regulation 84	Awareness of child protection law
Regulation 85	Incident, injury, trauma and illness policies and procedures
Regulation 86	Notification to parents of incident, injury, trauma and illness
Regulation 87	Incident, injury, trauma and illness record
Regulation 97	Emergency and Evacuation policy
Regulation 99	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 or other emergency
Regulation 102D	Ensuring authorisation procedures are in place for excursions, regular outings and other service events including the authorisation for transporting children
Regulation 122	Ensuring children are actively supervised at all times
Regulation 123	Educator to child ratios —centre-based services
Regulation 158(1)	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
Regulation 161	Authorisation to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 162(d)	Ensuring that the service is provided with a current medical management plan
Regulation 168	Education and care service must have policies and procedures
Regulation 172(2)	The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected.
Regulation 172(3)	If the approved provider considers that the notice period would pose a risk to the safety, health or wellbeing of any child enrolled at the service, the approved provider must ensure that parents of children enrolled at the service are notified as soon as practicable after making a change referred to in subregulation (1).
Regulation 175	Prescribed information to be notified to Regulatory Authority
Regulation 176	Time to notify certain information to Regulatory Authority

Related Service policies

- *Administration of First Aid Policy*
- *Control of Infectious Disease Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Supervision of Children Policy*
- *Handwashing Policy*
- *Medical Condition Policy*
- *Administration of Medication Policy*
- *Covid-19 Management Policy*
- *Occupational Health and Safety Policy*
- *Enrolment Policy*
- *Immunisation Policy*
- *Pregnancy in Early Childhood Policy*

PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Kids Haven Childcare 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

1. VALUES

Precious Gems Childcare is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all kids Haven Childcare 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

2. 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 Kids Haven Childcare, including during offsite excursions and activities.

3. RESPONSIBILITIES

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ensuring parents/guardians have completed the authorised nominee (<i>refer to Definitions</i>) section of 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	<input type="checkbox"/>		<input type="checkbox"/>	
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	<input type="checkbox"/>			
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing safety procedures for the mass arrival and departure of children from the service	R	<input type="checkbox"/>	<input type="checkbox"/>		
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			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>		
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	<input type="checkbox"/>			
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	<input type="checkbox"/>			
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	<input type="checkbox"/>			
Following the authorisation procedures (<i>refer to Attachment 1</i>) and contacting the parents/guardians or authorised	R	<input type="checkbox"/>			

nominees if an unauthorised person arrives to collect a child from the service					
Following the procedures to ensure the safe collection of children (<i>refer to Attachment 3</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
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>)		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Keeping a written record of all visitors to the service, including time of arrival and departure	R	<input type="checkbox"/>	<input type="checkbox"/>		
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	<input type="checkbox"/>			
Following procedures for the late collection of children (<i>refer to Attachment 4</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting their child on time at the end of each session/day				<input type="checkbox"/>	
Alerting the service if they are likely to be late collecting their child				<input type="checkbox"/>	
Paying a late-collection fee if required by the service's <i>Fees Policy</i>				<input type="checkbox"/>	
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	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Ensuring children are adequately supervised at all times (<i>refer to Supervision of Children Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Supervising their own child before signing them into the program and after they have signed them out of the program				<input type="checkbox"/>	
Supervising other children in their care, including siblings, while attending or assisting at the service				<input type="checkbox"/>	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>			
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	<input type="checkbox"/>			

Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>			

4. 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

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

5. DEFINITIONS

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.

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, particularly in relation to identifying and responding to child safety concerns
- 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)).

6. 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

7. EVALUATION

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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 Precious Gems Childcare on 01st December 2022.

REVIEW DATE: 01/01/2024

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:

request that the parent/guardian or authorised nominee email 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

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:

all details of the person collecting the child, including the name, address and telephone number of the person must be obtained

two educators take the verbal authorisation message (recommended by DET)

the verbal authorisation is documented and stored with the child's enrolment record for follow-up

photo identification is obtained to confirm the person's identity on arrival at the service

ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (*refer to Attachment 2*) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form

ensure that fax or email authorisation is stored with the child's enrolment record

ensure the attendance record is completed prior to child leaving the service

refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee

contact police if the safety of the child or service staff is threatened

implement late collection procedures (*refer to Attachment 4*) if required

notify the approved provider in the event that written authorisation is not provided for further follow-up

ATTACHMENT 2. AUTHORISATION FORM

Authorisation form

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

I _____ authorised by telephone/email
(please circle)

for my child/ren (write name/s) _____
to be

collected from Kids Haven Childcare on ____/____/____ by:

Name: _____

Address: _____

Telephone number: _____

This was a one-off occasion and this person is **not** to be included on my child's enrolment form 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.

Authorisation form

To be used where the parent/guardian or authorised nominee is able to provide prior written authorisation

I _____
authorise

Name: _____

Address: _____

Telephone Number: _____

to collect my child/ren (write name/s) _____

from Kids Haven Childcare on [Date].

This will be a one-off occasion and this person is not to be included on my child's enrolment form 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 (*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 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, 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 4. 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
- 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 Child FIRST or the local police if a child has not been collected within a set time period (to be determined by the service)
- notifying DET as soon as is practicable
- informing the approved provider of the situation.

Late collection fee

A late collection fee may be charged in accordance