

DELIVERY AND COLLECTION OF CHILDREN POLICY



*Play, laugh...
...learn, grow!*

Mandatory – Quality Area 2

PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Goulburn Region Preschool Assoc Inc. Services

POLICY STATEMENT

1. VALUES

Goulburn Region Preschool Assoc Inc 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.

2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisors, educators, staff, and parents/guardians involved in the programs and activities of Goulburn Region Preschool Assoc Inc.

3. PROCEDURES

The Approved Provider is responsible for:

- 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 Regulation 158(1) and is signed by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day
- ensuring that when children are arriving to the service by transport that is not part of the education and care service, (such as a bus), that children are safely delivered to and collected from the transportation provided, including accounting for each child and recording children's arrival and departure at the service (regulation 158).
- 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 Attachment 2 – Authorisation Form) or in the case of a medical emergency or an excursion (Regulation 99) (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy, Excursions and Service Events Policy and Child Protection 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 Attachment 1 – Authorisation procedures)
- 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 Attachment 1 – Authorisation procedures)
- ensuring that there are procedures in place if an inappropriate person (refer to *Definitions*) attempts to collect a child from the service (refer to Attachment 3 – Procedures to ensure the safe collection of children)
- ensuring that there are procedures in place for the safe delivery and collection of children from transport centers such as a bus (refer to Attachment 4 - Procedures to ensure the safe delivery and collection of children from transport centers)
- 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 Attachment 4 – Procedures for the late collection of children)
- 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 (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 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.

All Early Childhood Staff are responsible for:

- determining when the attendance record is made available for signing prior to the commencement of the session
- ensuring that when children are arriving to the service by transport that is not part of the education and care service, (such as a bus), that children are safely delivered to and collected from the transportation provided, including accounting for each child and recording children's arrival and departure at the service (regulation 158).
- 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 Attachment 2 – Authorisation Form) or in the case of a medical emergency or an excursion (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy, Excursions and Service Events Policy and Child Protection 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 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 Attachment 1
- following the procedures to ensure the safe collection of children (refer to Attachment 3 – Procedures to ensure the safe collection of children)
- following the procedures to ensure the safe collection of children from transport services such as a bus (refer to Attachment 4 – Procedures to ensure the safe delivery and collection of children from transport services)
- following the procedures for late collection of children (refer to Attachment 5 – Procedures for the late collection of children).
- 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))
- developing safety procedures for the mass arrival and departure of children from the service
- implementing the authorisation procedures outlined in Attachment 1 in the event that a parent/guardian or authorised nominee contacts the service to advise that a person not listed on their child's enrolment form will be collecting their child
- following the authorisation procedures (Attachment 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 (refer to *Definitions*) attempts to collect a child from the service (refer to Attachment 3 – Procedures to ensure the safe collection of children)
- 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 (refer to *Definitions*)
- ensuring that external 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, 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 ensuring authorised nominees are 18 years or over (exceptions may be considered by management on a case-by-case basis)
- ensuring that if their child is being delivered to or collected from the service by a transportation service (such as a bus) that educators are made aware of the arrangements
- 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
- not leaving their child at the service prior to the commencement of the session
- 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 (refer to *Definitions*)
- 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.

ATTACHMENTS

- Attachment 1: Authorisation procedures
- Attachment 2: Authorisation Form
- Attachment 3: Procedures to ensure the safe collection of children
- Attachment 4: Procedures to ensure the safe collection of children from transport services.
- Attachment 5: Procedures for the late collection of children

AUTHORISATION

This policy was adopted by Goulburn Region Preschool Assoc Inc on 30th July 2012

Reviewed and Approved: 24th September 2016

Reviewed and approved: 8th October 2019

Reviewed and Approved: August 2021

REVIEW DATE: AUGUST 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 relevant staff will:

1. request that the parent/guardian or authorised nominee give authorisation for collection, detailing the name, address and telephone number of the person who will be collecting the child
2. the verbal authorisation is documented and stored with the child's enrolment record for follow-up
3. photo identification may be obtained to confirm the person's identity on arrival at the service if not personally known to educators

ATTACHMENT 2
Authorisation Form

Authorisation form

Child's Name is _____ to be collected
by:

Name: _____

Address: _____

Telephone number:

Request received via: verbal, text, phone, email, fax, in writing (please circle)

Staff Signature _____

Date: _____ Time: _____

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*).

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 (DET) within 24 hours of a serious incident occurring (refer to *Definitions*).

ATTACHMENT 4

Procedures to ensure the safe collection of children from transport services

When children are arriving to the service by transport that is not part of the education and care service, (such as a bus), Early childhood professionals must ensure that children are safely delivered to and collected from the transportation provided, including accounting for each child and recording children's arrival and departure at the service (regulation 158).

The following procedures must be followed.

- An educator must meet the bus on arrival at the service and ensure all children booked in to arrive at the service are accounted for
- An educator must sign the child/children into the service
- If a child is expected to arrive at the service for and is not on the bus, an educator must contact the parents / school immediately to account for the whereabouts of the child. If the child cannot be accounted for, the educator must then contact the parents immediately (if they have not been contacted initially) If a child arrives at the service and is not expected and/or not booked in, an educator must contact the parent immediately to confirm whether they are expecting the child to attend the service on that day. If staffing ratios allow, the child can remain in the program, however, if correct staffing ratios are not able to be met due to the unexpected arrival of a child, the parents must arrange to collect the child from the service immediately.

ATTACHMENT 5

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, 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 of the child
- informing the Approved Provider
- contacting Child FIRST or the local police where the parents/guardians or authorised nominees are unable to be contacted (no sooner than 30 minutes after the finishing time of the session)
- notifying DET 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*)
- arranging transport for the child if requested by the parents/guardians or the authorised nominee. This would only occur in exceptional circumstances and after consultation with the Approved Provider and/or DET.