



Mandatory – Quality Area 2

Delivery and Collection of Children

1. Authorisation

This policy was adopted by the Committee of Armadale Early Learning Centre Inc., at its Committee meeting on 2nd December 1997.

2. Review Date

This policy was last reviewed **June 2013** and is to be reviewed every 3 years, or when deemed necessary. This policy is next due to be reviewed **June 2016**.

3. Scope

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, carers, children and others attending the programs and activities of AELC.

4. Background and Legislations

4.1 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 he/she is on the service's premises even if he/she hasn'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 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*).

An authorised person does not include a parent who is prohibited by a court order from having contact with the child.

4.2 Legislation and standards

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic), as amended 2011
- Children, Youth and Families Act 2005 (Vic), as amended 2012
- Education and Care Services National Law Act 2010: Sections 167, 170
- Education and Care Services National Regulations 2011: Regulations 99,

168(2)(f)

- *Family Law Act 1975 (Cth)*, as amended 2011
- *National Quality Standard*, Quality Area 2: Children's Health and Safety
 - Standard 2.3: Each child is protected

5. Definitions

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.

Duty of care: A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

Family member: in relation to a child, means:

- a) a parent, grandparent, brother, sister, uncle, aunt or cousin of the child, whether of the whole blood or half-blood, and whether that relationship arises by marriage (including a de facto relationship), by adoption or otherwise, or
- b) a relative of the child according to Aboriginal or Torres Strait Islander tradition, or
- c) a person with whom the child resides in a family-like relationship, or
- d) a person who is recognised in the child's community as having a familial role in respect of the child.

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 (Act 171(3)).

Incident, Injury, Trauma and Illness Record: 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. Details required include the:

- 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.

These details must be kept for the period of time specified in Regulation 183. A *Incident, Injury, Trauma and Illness Record* template can be found in the AELC Policy Folder, or on the AELC website www.armadaleelc.vic.edu.au.

Medication record: Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation 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 (Regulation 92). A medication record template can be found in the AELC Policy Folder, or on the AELC website www.armadaleelc.vic.edu.au.

Serious incident: 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 the Regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* (refer to AELC Policy Folder) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DEECD) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)) on [ph: 03 8765 5787](tel:0387655787). Records are required to be retained for the periods specified in Regulation 183.

Written notification of a serious incident must be submitted using the appropriate forms, which can be found on the ACECQA website:

http://www.acecqa.gov.au/Uploads/files/Applications%20Forms/Notifications/1-SI01_NotificationOfSeriousIncident_v4.pdf

Unauthorised person: (in relation to this policy) is a person who is **not** a parent/guardian, family member, authorised nominee, emergency services or medical personnel, or a person who holds a current Working with Children Check card.

6. Policy

6.1 Values

The Armadale Early Learning Centre is committed to:

- Ensuring the safe delivery and collection of children being cared for or educated at the centre
- Fulfilling a duty of care to all children
- Providing a welcoming environment to children and families
- Encouraging families to deliver and collect their child/ren on time from the programs in which they are participating
- Recouping all additional costs incurred due to the late collection of a child by the imposition of a late-collection fee on their parents/guardians
- Complying with all legislative requirements.

6.2 Purpose

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

7. Procedures

7.1 Delivery and collection of the child to the Centre

An attendance book will be provided in which parents/guardians or carers will sign in the child/children on their delivery to the Centre and list the time of delivery and who will collect the child. Upon collection, the child/ren need to be signed out and time of collection noted.

The staff will complete this task if for any reason the parent/guardian or carer does not complete it.

Once the attendance book has been signed in, and time of delivery entered by the parent/guardian or carer or the parent/guardian or carer leaves the service, the supervision of children on the premises becomes the responsibility of the staff members at the service.

Similarly, once the attendance book has been signed out, and the time of collection noted, the children's supervision is the responsibility of the parents/guardians or carers while they are still on the premises.

7.2 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:
 - a) all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
 - b) two educators take the verbal authorisation message (recommended by DEECD)
 - c) the verbal authorisation is documented and stored with the child's enrolment record for follow-up
 - d) if unknown to the Nominated Supervisor, photo identification is obtained to confirm the person's identity on arrival at the service
 - e) ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (Attachment 1) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
1. ensure that fax or email authorisation is stored with the child's enrolment record

2. ensure the attendance record is completed prior to child leaving the service
3. refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
4. contact police if the safety of the child or service staff is threatened
5. implement late collection procedures (refer to Section 7.4) if required
6. notify the Approved Provider in the event that written authorisation is not provided for further follow-up.

7.3 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, with another staff member present if required, 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 (refer to *Definitions*).

7.4 Procedures for the late collection of a child

All children attending Armadale Early Learning Centre shall be collected immediately at the end of their session. The centre does not offer before or after school care.

Late collection shall be deemed to be any non-emergency situation when a parent/guardian is more than 15 minutes late. By this time, staff will have tried to contact the parents/guardians of the child. Should the parents/guardians be uncontactable, the staff will then attempt to contact the emergency numbers provided.

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

In a situation where the parent/guardian or authorised nominee is late collecting their child and is **unable to be contacted** by the end of the staff's rostered hours, 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
- designating somebody to continue to attempt to contact the parents/guardians and emergency persons of the child
- contacting the authorised Committee Members (who hold Working with Children Checks) to relieve the staff. The staff will remain on the premises with the child until relieved by the Committee Members. Two adults will remain on the premises with the child at all times
- contacting the Malvern Police (ph: **9822 2487**) if a child has not been collected within a set time period (to be determined in consultation with the Committee Members present) and seek advice as to the next steps to be taken.
- notifying DEECD as soon as is practicable
- informing the Approved Provider of the situation.

7.6 Late Collection Fee

It is the responsibility of parent/guardian's to collect their child promptly at the conclusion of the session. The Committee recognises, however, that there may be isolated occasions when parents/guardians may be delayed through no fault of their own. The Committee also has a responsibility for staff who have other tasks to complete after the conclusion of the session and who must be paid if they remain after their rostered finishing time.

Any repeated cases of regular late collection will be reviewed by the committee for further action.

A late collection fee may be applied when the parent/guardian is continuously late in collecting their child. The fee will be based on \$2 for every minute from the conclusion of the session and this will be added to their term account. When the child is collected, the person responsible must sign an invoice stating the time elapsed.

8. Key Responsibilities & Authorities

8.1 Approved Provider

The Approved Provider 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 record 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 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 1 – Authorisation Form) 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
- 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 Section 7.3 – Procedures to ensure the safe collection of children)
- 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 Section 7.4 – 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
- notifying DEECD 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.

8.2 Nominated Supervisor

The Nominated Supervisor 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 Attachment 1 – Authorisation Form) or in the case of a medical emergency or an excursion
- 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 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
- 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 Section 7.3 – Procedures to ensure the safe collection of children)
- following the procedures for late collection of children (refer to Section 7.4 – Procedures for the late collection of children).

8.3 Certified Supervisors and other educators

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))
- 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 Attachment 1 – Authorisation Form)
- 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 (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 Section 7.3 –

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*)
- following procedures for the late collection of children (refer to Section 7.4 – 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, DEECD, Child FIRST, DHS Child Protection Service and the local police station.

8.4 Parents/guardians

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
- 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.

9. Circulation Plan

Who needs to know the policy and procedures exists?

- Parents whose children attend the AELC
- Staff and Committee members

9.1 Method

A copy of the Policy will be adopted by the Committee and will be available upon request, in the Policy Manual (located in the AELC foyer), and available on the AELC website www.armadaleelc.vic.edu.au.

10. Resources and Support

10.1 Sources

- Australian Children's Education and Care Quality Authority (ACECQA): 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

10.2 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*

11. 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.

12. Attachments

- Attachment 1: Authorisation Form

Date Reviewed	Details of Changes (if any)	Date of Next Review
August 2000	Reviewed and updated	
August 2003	Reviewed and updated	
May 2006	Reviewed and updated	
June 2006	Reviewed and updated	
March 2012	Reviewed, formatted and updated	March 2015
June 2013	Changes made to align policy with NQF requirements.	June 2016



Attachment 1

Post Authorisation form

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

I _____ authorised by telephone/ email/ fax (please circle)

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

collected from AELC on /.... /.... (insert date) 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.

Pre 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 AELC on /.... /.... (insert 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.