



SOMERVILLE KINDERGARTEN INCORPORATED

Delivery and Collection of Children Policy

Mandatory – Quality Area 2

PURPOSE

To ensure safe arrival and departure to and from Somerville Kindergarten for all children and their families. To support children in settling into kindergarten each day and experience quality education and care through continuity of educators and positive interactions.

To provide clear guidelines that ensure the safe delivery and collection of children, ensure the safety and wellbeing of children is paramount at all times, and that no child is collected by a person whose identity is unknown by kindergarten staff.

VALUES

Somerville Kindergarten is committed to the safety, health, and well-being of the children at our kindergarten. All policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the kindergarten. 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 kindergarten premises.

SCOPE

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

IMPLEMENTATION

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 court order from having contact with the child.

Management /Nominated supervisor / Responsible person will:

- Ensure parents/guardians have completed the authorised nominee section of the enrolment form
- Ensure that there is a minimum of 3 contact persons
- Ensure that the child is signed in and out each day they are in attendance at the kindergarten by an authorised person
- Ensure 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 emergency or an excursion
- Ensure a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
- Ensure that identification of unfamiliar person collecting child against enrolment form is sighted and copied
- Ensure that educator-to-child ratios are maintained at all times children are in attendance at the kindergarten
- Ensure that when a parent allows an unauthorised person to collect their child, they have submitted written consent and this is added to the child enrolment file
- Ensure no person under the age of 18 can collect a child from the service
- Ensure each family member is greeted by a member of staff and engages in conversations with them each time they attend the service
- Pass on information to educators if someone different is picking up a child. Upon arrival, the person must provide photo identification.
- Ensure the service environment is welcoming to the children and families arriving each day.
- Communicate to families any changes in routine, and key educators either verbally or in writing.

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- Ensuring that obligations under the *Education and Care Services National Law and National Regulations* are met
- Developing safety procedures for the mass arrival and departure of children from the service
- Notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident, including when a child has left the service unattended by an adult or with an unauthorised person
- 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

Educators will:

- Greet children and families each day they attend the service and say goodbye as they leave for the day ensuring relevant information relating to the child is communicated
- Ensure that children are signed in and out each day they are in attendance at the service
- Work with families to ensure that children are sighted and acknowledged before the parent leaves the child for the session
- Check with parents to ensure all medication or other information is passed on upon delivery to the kindergarten
- Only release children to an authorised person or a nominated person by the parent/guardian as per the communication from the responsible person.
- Ensuring the arrival and departure times are recorded in the attendance record by the parent/guardian, authorised nominee, nominated supervisor, or educator, detailing the child's time of arrival and departure from the service

Families will:

- Sign their child in each morning upon arrival and deliver their child to the care of an educator, passing on any relevant information.
- Provide any medication etc. to the educator with instructions and fill out all necessary paperwork
- Advise their child's teacher if someone different is collecting their child
- Arrive to collect their child at the end of the session
- Sign their child out at the end of the session upon collecting
- Provide the kindergarten with any court orders relating to their child. Staff will follow this and the court order overrules any requests made by parents to adapt or make changes to the arrangement
- Supervise their child in the carpark area of the service with them being mindful not to allow another child through any doors
- Notify the kindergarten if they are going to be late to kindergarten to collect their child. If there is no notification and no person has arrived to collect the child 10 minutes past the session ending time, you will be contacted and notified that your child has not been collected and work with you to ensure the safe collection of your child.
- Alerting the service if they are likely to be late collecting their child
- Supervise other children in their care, including siblings, while attending or assisting at the service

All Volunteers and students, whilst at Somerville Kindergarten, are responsible for following this policy and its procedures. Staff to always make sure that they are aware of all policies and procedures before commencing.

BACKGROUND

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or have been signed out of the service and are 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

the incident, Injury, Trauma, and Illness policy and Emergency 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 2055 (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
- Standard 2.3: Each child is protected

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

- Victorian Legislation – Victorian Law today: <http://www.legislation.vic.gov.au>
- Commonwealth Legislation – ComLaw: <http://www.comlaw.gov.au/>

EVALUATION

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.

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 makes 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.

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 reasonably foreseeable risk of injury.

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

SOURCES

Relevant legislation and standards include but are not limited to:

- 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

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

ATTACHMENT 1: AUTHORISATION PROCEDURES

These procedures are to be followed when a child is collected by an unauthorised person, including when 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 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 before the child leaves 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 required
- notify the approved provider in the event that written authorisation is not provided for further follow-up

ATTACHMENT 2: AUTHORISATION FORM

To be used as a follow-up to 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 _____ to be
collected from Somerville Kindergarten on ____/____/_____ by:

Name: _____

Address: _____

Phone: _____

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.

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

I _____ authorise

Name: _____

Address: _____

Phone: _____

to collect my child/ren _____

from Somerville Kindergarten on ____/____/_____.

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 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 it 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

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.