

DELIVERY AND COLLECTION OF CHILDREN

PRINCIPLE

All children have the right to experience a safe and secure learning environment. Greater Shepparton City Council's Children's Services have a duty of care to ensure all children are provided with a high level of safety when being delivered and collected from children's services.

DEFINITIONS

Attendance record/electronic record – is confirmation that a child has been left in the care of the service, is being cared for or educated by the service, or has been collected from the service. It records details of each child attending the service including the full name of the child, the date and time the child arrives and departs the service and the signature/electronic sign-in/out of the person who delivers and/or collects the child from the service, or of the nominated supervisor or educator (*Education and Care Services National Regulation 158(1), 159*).

Authorised nominee – in relation to a child, means a person who has been given permission by a parent/guardian or family member of the child to collect the child from the education and care service (*Section 170(5) of the Education and Care Services National Law*).

Unauthorised person - (in relation to this policy) is any person who is not an authorised nominee, emergency services or medical personal; or a person who does not have authorisation (including a parent/guardian who is prohibited by a court order, parenting order or parenting plan) from having access with 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, whose behaviour or state of mind or whose pattern of behaviour or common state of mind is such that it would be inappropriate for him or her to be on the education and care service premises while children are being educated and cared for by the education and care service. (*Section 171(3) Education and Care Services National Law*).

GUIDELINES

Children's Services will ensure:

1. Parents/guardians are provided information regarding procedures for delivery and collection of children prior to their child's commencement at the service.
2. An enrolment record is kept for each child which contains the information set out in the *Education and Care Services National Regulations, 160, 161* including authorisations from families and authorised nominees.
3. An attendance record that meets the requirements of the *Education and Care Services National Regulations 158(1), 159* is electronic signed-in/out by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day the child is in attendance.

4. An attendance record/electronic record not signed by the parent or authorised nominee, will be electronic signed by the nominated supervisor or educator and will be deemed to be evidence of the child's attendance or absence from the service.
5. Parent/guardians make contact with a staff member upon arrival and prior to departure to ensure educators are aware of their child's arrival and departure and to allow for exchange of any relevant information
6. Parents /guardians notify the service of any change to the normal collection arrangements for their child by:
 - Verbal notification, or
 - A phone call from a nominated authorised nominee.
7. Educators regularly check the number of children recorded in the attendance record/ electronic record to ensure that it is an accurate record at all times. Educators are required to check the electronic record to indicate that all children have been signed in and out of the service for each day of service operation.
8. All supervision requirements are met during delivery of children to, and collection from the service, including 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 (*Education and Care Service National Regulations 122,123*).
9. A written record is kept of all visitors to the service, including time of arrival and departure, and reason for attending the service.
10. The entry/exit doors and gates are secured and kept closed during the service operating hours.
11. No child leaves the service unless collected by an authorised nominee listed on the child's enrolment record. This regulation does not apply if the child requires medical, hospital or ambulance care or treatment; or because of an emergency (*Education and Care Services National Regulation 99*).
12. A child is not taken outside the service premises on a regular outing or excursion except with the written authorisation of an authorised nominee (Refer to the *Excursion* policy).
13. If an authorised nominee telephones the service to notify that an unauthorised person will be collecting their child the following procedure will be followed:
 - All details of the person collecting the child, including the name, address and telephone number of the person must be obtained.
 - Photo identification must be obtained to confirm the person's identity on arrival at the service in all instances.
 - Ensure that authorised nominees follow up a verbal authorisation by adding details of the new authorised nominee to the child's enrolment record.
14. No child is placed in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person (refer to definition).

It is not always possible to prevent a person from collecting a child. Where an educator believes that the authorised person collecting the child may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedure is to be followed:

- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If an educator/staff member, Nominated Supervisor or the Approved Provider fears for the safety of the child, themselves or other services staff at any time, contact the police immediately (phone number 000).
- Inform the Children's Services Network Leader or Early Years Manager as soon as practicable and at least within 24 hours of the incident.
- Notify the Regulatory Authority within 24 hours of becoming aware of a serious incident (*Section 174(2)(a) Education and Care Services National Law*) *Education and Care Services National Regulation 176(2)(A)*, online through the NQAITS System at <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>
- As the child was deemed at risk you are required to make a notification to Child Protection (refer to the *Child Safe Policy*)
- Complete the PROTECT- Responding to Suspected Child Abuse: Template for all Victorian Early Childhood Services
https://www.education.vic.gov.au/Documents/about/programs/health/protect/EarlyChildhood_ReportingTemplate.pdf

15. Where an authorised nominee is late collecting their child 15 minutes after the normal operating hours of the service and **have not** notified the service that they will be late, the Nominated Supervisor /Responsible Person will:

- Ensure that the educator-to-child ratios are maintained at all times children are in attendance at the service.
- Contact parents/guardians or authorised nominees listed on the child's enrolment record to request collection of the child.
- If unable to contact the parents/guardians or authorised nominees, contact the following:
 - Contact Children Services Team Leader - 58325215 or 0468 579 638 **or**
 - Manager of Early Years - 58329709 or 0418 148 166 **or**
 - On call coordinator 0408329300
- If after a further 15 minutes of ringing (30 minutes after service closure) and contact cannot be made, Early Years Management are to be notified again who will give instructions to follow, ie
 - Contact Child Protection - Department of Health and Human Services
Phone: 1300 360 391

- Contact Local Police Station - who may be able to follow up with parent/guardian addresses if resources are available at the Police Station
 - Where a child is taken off the premises by the appropriate authority and the service has closed, staff must leave a notice on the service door advising the parent/guardian or authorised nominee who to contact:
 - Early Years Management – 58329709 or 0418 148 166
 - Document steps taken to the contact parent/.authorised nominees.
16. Parent/guardians are informed of the late fee that may be applied after they have had reminders and discussions with the Service Leader. A late fee of \$2.00 per minute per child can be charged to parent/guardians who arrive to collect their child/ren after the closing time or booked care time (Refer to the *Fees policy*).

Related Policies:

- Acceptance and Refusal of Authorisations
- Child Safe
- Enrolment and Orientation
- Emergency Situations
- Excursions
- Fees
- Providing a Child Safe Environment
- Transportation

National Quality Standards – 2.2.1, 2.2.2, 2.2.3, 7.1.2

Education and Care Services National Regulations 2011 – 99,100,101,102,102AAB, 102AAC, 122, 123,157,158(1), 159,161, 168(2)(f)

Education and Care Services National Law section: –165,167, 170(5), 171(3), 174(2)(a)

Sources:

- *Education and Care Services National Regulations 2011*
- *Education and Care Services National Law Act 2010*
- *Guide to the National Quality Framework ACECQA – Operational Requirements*
- *Child Protection – Department Health and Human Services*
- *Early Years Management*
- *September 2023- Quality Assessment and Regulation Newsletter - Safe arrival of children travelling between services – new policy and procedures from 1 October 2023*
- *NQF Review – Safe Arrival of Children Information Sheet*
- *ACECQA – Policy and Procedure Guidelines – Delivery of Children to, and collected from education and care service premise.*

Reviewed August 2019
Review by August 2021

Updated 09/2023- removed reference to Family Day Care due to cease of Family Day Care operations.