

# Delivery and Collection of Children Policy and Procedure

Quality Area 2

## Purpose

The service is committed to providing an environment that fosters the growth, independence and development of children while protecting their health, safety and wellbeing. This includes the implementation of policies and procedures for the safe delivery and collection of children to and from the service.

The purpose of this policy is provide clear guidance to ensure the safe delivery and collection of children attending the service.

## Scope

This policy applies to children, families, staff, volunteers and visitors at the service.

## Background

Arrival and departure times at the service are planned to promote a smooth transition between home and the service. The opportunity to build secure and respectful relationships between children, families and the service is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and children to support a smooth transition.

## Principles

The Service is committed to:

- the safety, health and wellbeing of the children at our service. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the service.
- respecting families' decisions about their children including decisions about the people authorised to collect their children from the service premises.
- providing the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises to all staff.
- ensuring roles are clearly defined using effective communication to ensure that management, educators and staff are aware of their responsibilities in relation to the safe arrival of children who travel between an education and care service and any other education or early childhood service.

## Roles and responsibilities

**The Approved Provider, the Nominated Supervisor and Educators of the Service will:**

- Ensure rosters consider the qualifications, required ratios, consistency and continuity of care of educators for young children arriving and leaving the service.
- provide adequate supervision of children during arrival and departure times at the service.
- Ensure the grouping of children at the beginning and end of each day considers the ages and development needs of each child.
- ensure entry and exit doors and gates are in good working order and remain closed during the operation of the service.
- ensure all children are signed in by an authorised person
- ensure procedures are in place for children to only leave the education and care premises in the care of a parent/guardian or authorised person
- train all staff on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child, and the procedure of what to do when an unauthorised person attempts to collect a child.
- use sign-in sheets and attendance records to account for all children present at a service in case of an emergency
- ensure an educator sees the child before the parent or authorised nominee leaves, to ensure the educator is aware the child has arrived and is in the building

- Ensure information about a child's medication needs or any other important information is received by an educator, and in the case of medication, check that the family has completed an Administration of Medication Record and store the medication appropriately away from children's reach.
- Ensure educators know to greet children and families on arrival and ensure children have an opportunity to say goodbye to the person delivering them to the service.
- ensure both parents (in the case of a separated family) are able to add a contact in writing (unless a court order is provided stating that only one parent has sole custody and responsibility)
- ensure children only leave the service premises if they do so:
  - in accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record
  - if they are taken on an excursion or transportation provided or arranged by the service with the written authorisation of the child's parent/guardian or authorised nominee
  - because they require emergency medical, hospital, dental or ambulance care or treatment
  - because of another emergency (in this case, a parent/guardian may telephone the service and arrange an alternative person to collect the child, with this contact subsequently confirmed in writing)
- ensure if advised by a parent/guardian that someone different is to collect their child, that both verbal and written (on the sign-in sheet) advice is received indicating who the person is
- view the photo identification of a person collecting the child, and not release any child without seeing the photo identification of this person (in the case of someone different collecting the child as previously advised)
- ensure that all children are signed out by their parent/guardian or authorised nominee when the child is collected from the service, including each child's name, date and time they depart
- sign a child out if the parent/authorised nominee forgets, as required by the National Regulations
- ensure no child is withheld from an authorised contact or biological parent named on the enrolment form unless a current court order preventing this is on file at the service
- require a written notice (court order) from a court of law in the case of a particular person (including a biological parent) being denied access to a child
- in the case of a person being denied access to a child:
  - staff will attempt to prevent that person from entering the service and taking the child, however, the safety of other children and staff must be taken into consideration\
  - staff will not be expected to physically prevent any person from leaving the service
  - staff will contact the parent with custody along with local police and appropriate authorities
  - staff (where possible) will provide police with information identifying the person who took the child, such as a description of a motor vehicle or direction of travel
  - a court order overrules any requests made by parents to adapt or make changes
- ensure the authorised nominee pick-up list for each child is kept up to date
- consider alternative arrangements and follow procedures to protect the safety of children and staff if a person collecting a child appears to be intoxicated or under the influence of drugs
- check all indoor and outdoor premises at the end of each day to ensure no child remains on the premises after the service closes
- record any absence during the day
- ensure two staff members are present at the service if there are still children present at the time of closing
- contact parents/guardians or an authorised person by phone if the child has not been collected by closing time
- if neither a parent/guardian or an authorised person can be contacted by phone, contact police and other relevant authorities
- display a sign outside the service indicating the location of the child (such as a police station) if a child is taken to an alternative safe location
- notify the relevant Child Protection Agencies and the Regulatory Authority if relocation of a child to an alternative safe location upon non-collection of a child occurs
- issue a Late Collection of a Child Letter to parents/guardians who repeatedly fail to collect children by service closing time
- reserve the right to terminate a child's enrolment in the case of repeated non-collection of children at service closing time.
- Complete a risk assessment for the safe arrival of children between another education and care service or school and the service to ensure the safe arrival of all children and share this with the other service or school.
- Communicate procedures with staff for the safe arrival of children between another education and care service or school and the service.
- Work collaboratively with stakeholders for the safe arrival of children between another education and care service or school.

- Ensure all school aged children are accounted for on arrival at the service following the safe arrival of children procedure.
- Ensure educators communicate in a meaningful way with parents, guardians or the person collecting the child about the child's time at the service and include the sharing of information regarding the child's health, safety and wellbeing.

**Parents/guardians must:**

- complete and sign the authorised nominee section of their child's enrolment form before their child attends the service
- sign the attendance record as their child arrives at and departs from the service
- make educators aware that their child has arrived at or has been collected from the service
- collect their child on time within the operating hours of the service.
- alert educators if they are likely to be late collecting their child
- supervise their own child before signing them in and after they have signed them out
- supervise other children in their care while attending or assisting the service

## Induction and ongoing training

This policy will be accessible by service staff via the intranet and by families via the website. A hard copy of the policy will be available through the Service. Nominated supervisors are responsible for ensuring staff access to the policy and any supporting documents and undertake induction training prior to the policy being implemented. All service staff are responsible for understanding and complying with this policy and ongoing training will be provided using a range of learning platforms.

## Monitoring, evaluation and review

Monitoring of compliance with this policy and the related procedure will be overseen by the policy owner. The review process for this policy will begin eight (8) weeks prior to the scheduled review date and include a consultation period with families, educators, compliance team and any other relevant stakeholders and will be facilitated by the Policy Officer.

All service staff will receive communication about any changes in or review of the policy or procedure. Training will be provided where required to ensure an understanding of the changes. Families will be notified of any changes 14 days prior to the implementation. Breaches of this policy will be dealt with in line with the MACSEYE Code of Conduct.

## Related policies

- Acceptance and Refusal Authorisation Policy
- Medical Conditions and Administration of Medication Policy
- Child Safety and Wellbeing Policy
- Dealing with Infectious Diseases Policy
- Emergency and Evacuation Policy
- Enrolment and Orientation Policy
- Incident, Injury, Trauma and Illness Policy
- Supervision Policy

## Legislative requirements

NATIONAL QUALITY STANDARDS (NQS)	
Quality Area 2	Children's Health and Safety
EDUCATION AND CARE SERVICES NATIONAL LAW ACT	
Section 162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm or hazard
Section 170	Offence relating to unauthorised persons on education and care service premises

## EDUCATION AND CARE SERVICES NATIONAL LAW REGULATIONS

Regulation 84	Awareness of child protection law
Regulation 86	Notification to parents of incidents, injury, trauma and illness
Regulation 87	Incident, injury, trauma and illness record
Regulation 99	Children leaving the education and care service premises
Regulation 100	Risk assessment must be conducted before excursion
Regulation 102	Authorisations for excursions
Regulation 102AAB	Safe arrival of children policies and procedures
Regulation 102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
Regulation 102B	Transport risk assessment must be conducted before service transports a child
Regulation 102C	Conduct of risk assessment for transporting children by education and care service
Regulation 102D	Authorisation for service to transport children
Regulation 122	Educators must be working directly with children to be included in ratios
Regulation 123	Educator to child ratios- centre-based services
Regulation 157	Access for parents
Regulation 158	Children's attendance record to be kept by approved provider
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 173	Prescribed information to be displayed
Regulation 176	Time to notify certain information to Regulatory Authority
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider

## RELATED LEGISLATIONS

Child Wellbeing and Safety Act 2005 (Vic)

Children, Youth and Families Act 2005 (Vic)

Family Law Act 1975 (Cth)

## Definitions

Term	Meaning
<b>Adequate supervision</b>	Means: <ul style="list-style-type: none"> <li>an educator can respond immediately, particularly when a child is distressed or in a hazardous situation</li> <li>knowing where children are at all times and monitoring their activities actively and diligently.</li> </ul>
<b>Approved provider</b>	A person who holds a provider approval (National Law). A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

<b>Term</b>	<b>Meaning</b>
<b>Education and care service premises</b>	In relation to a centre-based service, means each place at which an education and care service operates or is to operate.
<b>Educational program</b>	A program that: <ul style="list-style-type: none"> <li>• is based on an approved learning framework; and</li> <li>• is delivered in a manner that accords with the approved learning framework; and</li> <li>• is based on the developmental needs, interests and experiences of each child; and</li> <li>• is designed to take into account the individual differences of each child (National Law).</li> </ul>
<b>Excursion</b>	An outing organised by an education and care service or family day care educator, but does not include an outing organised by an education and care service provided on a school site if the child or children leave the education and care service premises in the company of an educator and the child or children do not leave the school site (National Regulations).
<b>MACSEYE</b>	Melbourne Archdiocese Catholic Early Years Education Ltd, a subsidiary of Melbourne Archdiocese Catholic Schools Ltd established to conduct early childhood education and care services.
<b>National Law</b>	Unless otherwise specified, the Education and Care Services National Law Act 2010 or, in Western Australia, the Education and Care Services National Law (WA) Act 2012. This applied law system sets a national standard for children's education and care across Australia. See the ACECQA website for the Application Act or legislation that applies in each jurisdiction.
<b>National Regulations</b>	The National Regulations support the National Law by providing detail on a range of operational requirements for an education and care service.
<b>Nominated supervisor</b>	In relation to an education and care service, means a person who: <ul style="list-style-type: none"> <li>• is nominated by the approved provider of the service under Part 3 to be a nominated supervisor of that service; and</li> <li>• unless the individual is the approved provider, has provided written consent to that nomination (National Law).</li> </ul>
<b>Person in day-to-day charge</b>	A person is in day-to-day charge of an education and care service if: <ul style="list-style-type: none"> <li>• the person is placed in day-to-day charge by the approved provider or a nominated supervisor of the service; and</li> <li>• the person consents to the placement in writing (National Regulations). There are minimum requirements for the person in day-to-day charge.</li> </ul>
<b>Person with management or control 1.0</b>	In relation to an education and care service, means: <ul style="list-style-type: none"> <li>• if the provider or intended provider of the service is a body corporate, an officer of the body corporate within the meaning of the Corporations Act 2001 of the Commonwealth who is responsible for managing the delivery of the education and care service; or</li> <li>• if the provider of the service is an eligible association, each member of the executive committee of the association who has the responsibility, alone or with others, for managing the delivery of the education and care service; or</li> <li>• if the provider of the service is a partnership, each partner who has the responsibility, alone or with others, for managing the delivery of the education and care service; or</li> <li>• in any other case, a person who has the responsibility, alone or with others, for managing the delivery of the education and care service (National Law).</li> </ul>

# Policy information

Policy information			
<b>Policy title:</b>	Delivery and Collection of Children Policy	<b>Version:</b>	1.0
<b>Authorised Executive:</b>	Director, Service Delivery	<b>Responsible Manager:</b>	Director, Service Delivery
<b>Approving authority:</b>	Managing Director	<b>Approval date:</b>	6/9/2024
<b>Effective date:</b>	6/9/2024	<b>Review date:</b>	6/9/2025

Version control		
Version	Date	Changes
1.0	6/9/2024	Policy developed