

## Early Learning

# Delivery and Collection of Children Policy

## Policy Statement

Uniting Early Learning is committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service, family day care residence/venue;
- meeting its duty of care obligations under the law;
- ensuring children are transitioned into and out of the program in an inclusive and supportive manner that promotes family engagement;
- the documentation and maintenance of accurate children's attendance records;
- recouping all additional costs incurred due to the late collection of a child, on a fee for service basis;

## Executive Summary

Safety is the prime consideration when implementing delivery and collection procedures and Uniting will ensure that systems and processes established will consider the level of potential risk and associated responsibilities. This will include the provision of information to families regarding these procedures prior to their child's commencement at the service.

Documented procedures and communication strategies embedded into the program delivery will enable families to complete daily attendance records and authorise nominee/s to collect their child in their absence. Families are responsible for the prompt and accurate communication to the service of any changes to the delivery and collection arrangements of their child.

Educators must regularly monitor children in attendance and educator-to-child ratios maintained at all times. Adequate supervision of children is a fundamental strategy to ensure safe and positive arrival and departure times. Educators are required to document and maintain accurate attendance records for each and every child. Educators are responsible for not releasing children to an inappropriate or unauthorised person.

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer			Page 1 of 10
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/08/2020	

Arrival and departure times are an opportunity for educators to strengthen relationships with families and connect with the home context. A sense of belonging will be influenced by a child's daily experiences of arrival and departure from a service. To ensure a positive transition, consistency in procedures that result in individual responses and engage children to actively participate are essential. Educators will use intention to engage and settle children at these times. Children have the right to be protected and will only be released or taken outside the service premises by a parent, authorised nominee or a person authorised by one of these parties.

## Current Environmental Context

A duty of care is a common law obligation for all educators and exists at all times a child is on the service's premises, family day care residence/venue even when a parent may be present.

Uniting acknowledges it is the parent's right to nominate a person to sign out and collect the child from the service and therefore do not specify a minimum age limit for an authorised nominee. If the service's staff are concerned about the responsibility of this person to collect the child and supervise them adequately as they leave the premises, then the staff need to arrange a discussion with the parents to determine a satisfactory procedure for all.

**Attachment 4a:** Responsibilities relating to Delivery and Collection of Children policy

**Attachment 4b:** Authorisation procedures

**Attachment 4c:** Procedures to ensure the safe collection of children

**Attachment 4d:** Procedures for the late collection of children

**Form 4.1:** Authorisation Form - [All forms are located on the Intranet : - Click here](#)

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 2 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Reference/Sources

*This policy should be read in conjunction with:*

*Keeping Children Safe Policy* of the Uniting Church in Australia Synod of Victoria and Tasmania (Approved May 2017).

- *Acceptance and Refusal of Authorisations Policy*
- *Dealing with Medical Conditions Policy*
- *Emergency and Evacuation Policy*
- *Enrolment and Orientation Policy*
- *Excursions, Regular Outing and Service Events Policy*
- *Fee Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Privacy and Confidentiality Policy-*
- *Safe Travel (Children) Policy*
- *Supervision of Children Policy*
- *Children's Services Act 1996: Section: 26*
- *Children's Services Regulations 2009: Regulations: 29, 41, 72, 73, 75*
- *Education and Care Services National Law Act 2010: Sections 165,167*
- *Education and Care Services National Regulations 2011: Regulation 99, 158, 159, 168, 176*
- *National Quality Standard, Quality Area 2: Children's Health and Safety*
- *Tasmanian Licensing Standards for Centre Based Child Care 2014: Standard 15.4 (c)*

## Authorisation

This policy was adopted by Uniting Early Learning on 06<sup>th</sup> August 2019

## Review

This policy is to be reviewed by: 30<sup>th</sup> August 2020

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 3 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Attachment 4a - Responsibilities relating to the Delivery and Collection of Children Policy

### Approved Provider/Licensee

- Provide an attendance record (refer to *Glossary*) that meets legislative requirements and is signed by the parent or authorised nominee on delivery and collection of their child from the service every day
- Ensure authorisation procedures are in place for excursions, regular outings and other service events and ensure a child is not taken outside the service premises, family day care residence/venue without written authorisation of a parent or authorised nominee
- Ensure there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency
- Ensure there are procedures in place when a parent or authorised nominee advises the service that a person not listed on their child's enrolment form will be collecting their child (refer to *Attachment 4b*)
- Ensure parents 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 4b*)
- Ensure procedures are in place if an inappropriate person (refer to *Glossary*) attempts to collect a child from the service (refer to *Attachment 4c*)
- Ensure procedures are in place for the care of a child who has not been collected from the service on time (refer to *Attachment 4d*)
- Ensure a transport agreement is in place, where required, between all relevant parties (e.g. early learning service, bus company, school, parent) where children travel to and/or from the service by service/school bus. For school buses in Victoria, this agreement should outline the responsibilities of each party including those contained in the *School Bus Program Policy and Procedures* (Department of Education and Training, January 2016)  
<https://www.education.vic.gov.au/Documents/school/principals/management/sbppolicy%202016.pdf>
- Ensure that parents complete and sign a form notifying the service that the child will be travelling to the service by school / service bus, or any pick-up service (e.g. taxi/uber). This form is to be kept with the child's enrolment record
- Ensure that educators follow procedures when children travel to and from the service by school or service bus (refer to *Safe Travel (Children) Policy*)
- Ensure the service bus, where relevant, is regularly maintained and undergoes safety checks, including child restraints
- Ensure that procedures, including incident reporting procedures, are followed in the event of a vehicle crash, transport-related injury or missing child (refer to *Incident, Injury, Trauma and Illness Policy*)
- Notify Uniting and the parents as soon as practicable, and the regulatory authority in writing within 12 hours, in the event of a serious incident (refer to *Glossary*), including when a child has left the service unattended by an adult or with an unauthorised person
- Provide parents with information regarding procedures for delivery and collection of children prior to their child's commencement at the service, including information about the School Bus Program or service bus, where relevant
- Follow the procedures for late collection of children (refer to *Attachment 4c*)
- Organise regular refueling, maintenance and safety checks of the service bus and child restraints, where relevant and follow any fleet management requirements

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 4 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Responsible Person

- Ensure parents have completed the authorised nominee (refer to *Glossary*) section of their child's enrolment form, and that the form is signed and dated, as per *Enrolment and Orientation Policy*
- Ensure an attendance record (refer to *Glossary*) that meets legislative requirements and is signed by the parent or authorised nominee on delivery and collection of their child from the service every day
- Ensure a child does not leave the service except with a parent, authorised nominee, educator or with the written authorisation of one of these (refer to *Form 10*.) or in the case of a medical emergency or an excursion
- Ensure authorisation procedures are in place for excursions, regular outings and other service events and ensure a child is not taken outside the service premises, family day care residence/venue without written authorisation of a parent or authorised nominee
- Ensure parents 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 4b*)
- Keep a written record of all visitors to the service, family day care residence/venue including time of arrival and departure
- Ensure 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
- Ensure a transport agreement is in place, where required, between all relevant parties (e.g. early learning service, bus company, school and parent) where children travel to and/or from the service by school bus. In Victoria, this agreement should outline the responsibilities of each party including those contained in the *School Bus Program Policy and Procedures* (Victorian Department of Education and Training January 2016)
- Ensure that parents complete and sign a form notifying the service that the child will be travelling to the service by school / service bus, or any pick-up service (e.g. taxi/uber). This form is to be kept with the child's enrolment record
- Ensure that educators follow procedures when children travel to and from the service by school or service bus (refer to *Safe Travel (Children) Policy*)
- Ensure the service bus including child restraints, where relevant, are regularly maintained and undergo safety checks
- Ensure that procedures, including incident reporting procedures, are followed in the event of a vehicle crash, transport-related injury or missing child (refer to *Incident, Injury, Trauma and Illness Policy*)
- Notify Uniting and the parents as soon as practicable, and Regulatory Authorities in writing within 12 hours, in the event of a serious incident (refer to *Glossary*), including when a child has left the service unattended by an adult or with an unauthorised person
- Provide parents with information regarding procedures for delivery and collection of children prior to their child's commencement at the service, including information about the School Bus Program or service bus, where relevant
- Ensure the entry/exit doors and gates are kept closed during program hours
- Ensure any emergency medication required for a child is available, and an appropriately skilled educator is present to administer, during travel where required

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 5 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

- Follow authorisation procedures (refer to *Attachment 4b*) in the event that a parent or authorised nominee (refer to *Glossary*) contacts the service to advise that a person not listed on their child's enrolment form will be collecting their child
- Follow the procedures for late collection of children (refer to *Attachment 4c*)
- Develop safety procedures for the mass arrival and departure of children from the service
- Do not allow a child to depart the service with a person who is not the parent or authorised nominee (refer to *Glossary*), or where there is no written authorisation of one of these (unless it is unsafe to do so)
- Inform the Approved Provider/Licensee as soon as is practicable, but within 12 hours, if a child has left the service unattended by an adult or with an unauthorised person
- Display an up-to-date list of the telephone numbers of the Approved Provider/Licensee, Regulatory Authority, Child FIRST, DHHS Child Protection Service and the local police station
- Follow procedures when children travel to and from the service by school or service bus (refer to *Safe Travel (Children) Policy*)
- Organise regular refueling, maintenance and safety checks of the service bus, where relevant and follow any fleet management requirements

Follow procedures, including incident reporting procedures, in the event of a vehicle crash, transport-related injury or missing child including notifying the Responsible person and Approved Provider/Licensee as soon as possible after the event (refer to the *Incident Reporting and Escalation Process* in the *Incident, Injury, Trauma and Illness Policy*)

## Educator

- Keep a written record of all visitors to the service, including time of arrival and departure
- Ensure 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
- Ensure that educators follow procedures when children travel to and from the service by school or service bus (refer to *Safe Travel (Children) Policy*)
- Ensure that procedures, including incident reporting procedures, are followed in the event of a vehicle crash, transport-related injury or missing child (refer to *Incident, Injury, Trauma and Illness Policy*)
- Follow authorisation procedures (refer to *Attachment 4b*) in the event that a parent or authorised nominee (refer to *Glossary*) contacts the service to advise that a person not listed on their child's enrolment form will be collecting their child
- Ensure the attendance record is signed by the parent, authorised nominee, Responsible Person or educator, detailing the child's time of arrival and departure from the service
- Develop safety procedures for the mass arrival and departure of children from the service
- Do not allow a child to depart the service with a person who is not the parent or authorised nominee (refer to *Glossary*), or where there is no written authorisation of one of these (unless it is unsafe to do so)
- Inform the Approved Provider/Licensee as soon as is practicable, but within 12 hours, if a child has left the service unattended by an adult or with an unauthorised person
- Maintain educator-to-child ratios at all times children are in attendance at the service, including when children are collected late from the service

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 6 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

- Ensure the entry/exit doors and gates are kept closed during program hours
- Display an up-to-date list of the telephone numbers of the Approved Provider/Licensee, Regulatory Authority, Child FIRST, DHHS Child Protection Service and the local police station
- Follow procedures when children travel to and from the service by school or service bus (refer to *Safe Travel (Children) Policy*)
- Organise regular refueling, maintenance and safety checks of the service bus and child restraints, where relevant, and follow any fleet management requirements
- Follow procedures, including incident reporting procedures, in the event of a vehicle crash, transport-related injury or missing child including notifying the Responsible person and Approved Provider/Licensee as soon as possible after the event (refer to the Incident Reporting and Escalation Process in the *Incident, Injury, Trauma and Illness Policy*)

## Parents

- Ensure the entry/exit doors and gates are kept closed during program hours
- Complete and sign the authorised nominee section of the child's enrolment form before the child attends the service
- Promptly sign and date authorisation forms for excursions and where relevant for travel by school bus or service bus
- Sign the attendance record as their child arrives at and departs from the service
- Ensure educators have been informed of their child's arrival and collection on a daily basis
- Collect their child on time at the end of each session/ day
- Alert educators if they are likely to be late collecting their child
- Pay a late-collection fee if required by the service's *Fee Policy*
- Provide written authorisation where children require medication to be administered by educators/staff, and sign and date it for inclusion in the child's medication record (refer to *Glossary*)
- Supervise their own child before signing them into the program and after they have signed them out of the program
- Supervise other children in their care, including siblings, while attending or assisting at the service
- Obtain permission from the coordinating school for their child to travel by school bus and organise this travel. A child must be 4 years of age to travel by school bus
- Transport their child to and from designated bus stop if using the school bus and take responsibility for the child's safety while waiting for the bus
- Negotiate collection/delivery times for their child directly with the school if attending before school or after school care programs
- Inform the service immediately of any change to travel arrangements (e.g. child's absence due to illness etc.)
- Communicate any issues or concerns relating to a child's safety or wellbeing to the Responsible person.
- Paying a late-collection fee if required by the service's Fees Policy

**Note:** Volunteers and students, while at the service, are responsible for following this policy and its procedures.

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer			Page 7 of 10
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Attachment 4b - Authorisation procedures

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent or authorised nominee (refer to *Glossary*) telephones the service to notify that such a person will be collecting their child.

### The Responsible person will:

1. request that the parent 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 and advising the person to provide photo identification at time of collection
2. accept a verbal authorisation if it is not possible for the parent or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
  - 2.1 all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
  - 2.2 two educators take the verbal authorisation message (Family Day Care & Out of School Care services are exempt from this requirement)
  - 2.3 the verbal authorisation is documented and stored with the child's enrolment record for follow-up
  - 2.4 photo identification is obtained to confirm the person's identity on arrival at the service
  - 2.5 ensure that parents or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (Form 4.1.) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
3. ensure that fax or email authorisation is stored with the child's enrolment record
4. ensure the attendance record is completed prior to child leaving the service
5. refuse to release a child where authorisation is not/cannot be provided by the parent or authorised nominee and when photo identification is not provided
6. contact police if the safety of child/children or service staff is threatened
7. implement late collection procedures (refer to *Attachment 4d*) if required
8. notify the Approved Provider/Licensee in the event that written authorisation is not provided, for further follow-up

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer			Page 8 of 10
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Attachment 4c - 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 *Glossary*)

Where an educator believes that the parents or authorised nominee (refer to *Glossary*) may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed

1. Consult with the Responsible Person or the Approved Provider/Licensee, if possible
2. Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child
3. If the Responsible Person or the Approved Provider/Licensee fears for the safety of the child, all children in attendance, themselves or other service staff at any time, contact the police immediately
4. Complete the *Incident, Injury, Trauma and Illness Record* and file with the child's enrolment form
5. Inform the Approved Provider/Licensee as soon as is practicable, and at least within 12 hours of the incident
6. Inform the Regulatory Authority within 24 hours of a serious incident occurring (refer to *Glossary*)

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer			Page 9 of 10
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	

## Attachment 4d - Procedures for the late collection of children

Where the parent or authorised nominee (refer to *Glossary*) is late collecting their child and has not notified the service, the responsible person is required to:

1. Ensure at least 2 educators (one with a minimum Diploma level qualification), remain on the premises with the child until collected (Family Day Care & Out of School Care services are exempt from this requirement)
2. Contact the parents or the authorised nominee to request collection, at service closure time and/or at 15 minute intervals
3. Continue attempts to contact parents and authorised persons if unreachable, and document contact attempts, including time, name and telephone number of person
4. After 30 minutes, and all reasonable attempts have been made to contact authorised persons to collect child without success, inform the Early Learning Co-ordinator or Area Manager/Approved Provider/Licensee
5. Contact the local police where the parents or authorised nominees are unable to be contacted 45 minutes after the end of the session
6. Document the late occurrence. Details to include: the date, time and reason for failure to collect the child, attempts to contact authorised person, and names and titles of persons spoken with at police
7. Determine if a late collection fee is to be charged (refer to *Fee Policy*)

DOCUMENT TITLE & NUMBER		DELIVERY AND COLLECTION OF CHILDREN POLICY		
Content Owner	Uniting Early Learning – Executive Officer		Page 10 of 10	
Document Author	EL Practice Manger	Document Version	V 4.0	Policy No. 04
Date Published	06/08/2019	Revision Due Date	30/8/2020	