

DELIVERY AND COLLECTION OF CHILDREN POLICY

Mandatory – Quality Area 2

Sandhurst Catholic Early Childhood Education and Care Ltd. (SCECE&C) is an incorporated company constituted by the Bishop of Sandhurst and is a subsidiary company of Catholic Education Sandhurst (CES) Limited, who is its Member, and it is governed by an independent Board of Directors.

SCECE&C Ltd.'s Vision is to create high quality environments which are authentically Catholic, where each child and family is accompanied on their journey of development, supported by the pastoral ministry of our Church as embodied in our Sandhurst communities.

St Mel's Kindergarten is an Early Childhood Education and Care service within the Diocese of Sandhurst which is operated by SCECE&C as the Approved Provider.

PURPOSE

This policy will outline the procedures to ensure ECT's/ educators, staff and families are aware of their obligations of delivery and collection of children at St Mel's Kindergarten

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending St Mel's Kindergarten by ensuring:

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- Children are taken on an excursion or on transportation provided or arranged by St Mel's Kindergarten, with written authorisation from the parent or authorised nominee
- Children are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency as authorised in the child's enrolment form.

POLICY STATEMENT

1. Values

St Mel's Kindergarten is committed to:

- the safety, health and wellbeing of the children at our service

- ensuring all St Mel’s Kindergarten policies and procedures safeguard the safe delivery and collection of children being educated and cared for at St Mel’s Kindergarten
- ensuring that 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, St Mel’s Kindergarten premises
- meeting its duty of care obligations under the law.

2. Scope

This policy applies to the Approved Provider, Persons with Management or Control, Nominated Supervisor, Persons in Day to Day Charge, early childhood teachers, educators, staff, students, volunteers, families, children and others attending the programs and activities of St Mel’s Kindergarten, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	√	√	√	√
Ensuring parents/guardians have completed the authorised nominee (<i>refer to Definitions</i>) section of their child’s enrolment form, and that the form is signed and dated (<i>refer to Enrolment and Orientation Policy</i>) <i>Regulation 160, 161</i>	R	√		√	
Providing an attendance record (<i>refer to Definitions</i>) that meets the requirements of <i>Regulation 158(1)</i> and ensure the arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from St Mel’s Kindergarten every day	R	√			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/guardian, authorised nominee, nominated supervisor or an educator, detailing the child’s time of arrival and departure from St Mel’s Kindergarten (<i>Regulation 158(1)</i>)	R	√	√	√	√
Developing safety procedures for the mass arrival and departure of children from St Mel’s Kindergarten	R	√	√		
Ensuring educators and parents are aware that their child has arrived at/been collected from St Mel’s Kindergarten and to have procedures in place to ensure this process			√	√	√
Ensuring a child does not leave St Mel’s Kindergarten except with a parent/guardian or authorised nominee, or with the written authorisation of one of these (<i>refer to Attachment 2</i>) or in the case of a medical or other emergency (<i>Regulation 99</i>) (<i>refer to Acceptance and Refusal of</i>	R	√	√		√

<i>Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy)</i>					
Refusing to allow a child to depart from St Mel's Kindergarten with a person who is not the parent/guardian or authorised nominee, or where there is no written authorisation of one of these (<i>refer to Attachment 2</i>) (<i>refer also to Acceptance and Refusal of Authorisations Policy</i>)	R	√	√	√	√
Ensuring a child is not taken outside St Mel's Kindergarten premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee (<i>refer to Excursions and Service Events Policy</i>)	R	√	√	√	√
Ensuring authorisation procedures are in place for excursions, regular outings and other service events (<i>refer to Excursions and Service Events Policy</i>), including the authorisation for transporting children (<i>Regulation 102D</i>)	R	R	√		
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 (<i>refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i>)	R	√			
Implementing the authorisation procedures outlined in <i>Attachment 1</i> in the event that a parent/guardian or authorised nominee telephones St Mel's Kindergarten to advise that a person not listed on their child's enrolment form will be collecting their child	R	√			
Ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child from St Mel's Kindergarten, and that appropriate procedures are followed (<i>refer to Attachment 1</i>)	R	√			
Following the authorisation procedures (<i>refer to Attachment 1</i>) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from St Mel's Kindergarten	R	√			
Following the procedures to ensure the safe collection of children (<i>refer to Attachment 3</i>)	R	√	√	√	√
Following procedures in the event that an inappropriate person (<i>refer to Definitions</i>) attempts to collect a child from St Mel's Kindergarten (<i>refer to Attachment 3</i>)	R	√	√		√
Informing the approved provider as soon as is practicable, but within 24 hours, if a child has left St Mel's Kindergarten unattended by an adult or with an unauthorised person (<i>refer to Definitions</i>)		√	√		√
Keeping a written record of all visitors to St Mel's Kindergarten, including time of arrival and departure	R	√	√		
Ensuring procedures are in place for the care of a child who has not been collected from St Mel's Kindergarten on time (<i>refer to Attachment 4</i>)	R	√			
Following procedures for the late collection of children (<i>refer to Attachment 4</i>)	R	√	√	√	√
Collecting their child on time at the end of each session/day				√	
Alerting St Mel's Kindergarten if they are likely to be late collecting their child				√	
Paying a late-collection fee if required by St Mel's Kindergarten's <i>Fees Policy</i>				√	

Ensuring that the educator-to-child ratios are maintained at all times children are in attendance at St Mel's Kindergarten (including when children are collected late from St Mel's Kindergarten) according to the requirements of <i>Regulations 123 and 360 (refer also to Supervision of Children Policy)</i>	R	√	√		√
Should any incidents occur relating to the delivery of children to, or collection from, St Mel's Kindergarten premises, ensuring that the response meets all regulatory requirements, including implementing the <i>Incident, injury, trauma and illness policy (Regulations 86 and 87)</i>	R	√	√		√
Ensuring children are adequately supervised at all times (<i>refer to Supervision of Children Policy</i>)	R	√	√		√
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 St Mel's Kindergarten				√	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	√	√	√	√
Notifying Department of Education in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (<i>refer to Definitions</i>), including when a child has left St Mel's Kindergarten unattended by an adult or with an unauthorised person (<i>Regulations 12, 86, 176</i>)	R	√			
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at St Mel's Kindergarten	R	√			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with St Mel's Kindergarten's <i>Road Safety and Safe Transport Policy</i>	R	√	√	√	√
Displaying an up-to-date list of the telephone numbers of the Approved Provider, Department of Education, Child FIRST, DHS Child Protection Service and the local police station	R	√			

3. Background and legislation

BACKGROUND

A duty of care exists at all times the child is attending a children's service. In addition, St Mel's Kindergarten has a duty of care to a child while he/she is on St Mel's Kindergarten's premises even if he/she hasn't yet been signed into St Mel's Kindergarten or has been signed out of St Mel's Kindergarten, and is legally under the care and supervision of the parent/guardian (*refer to Supervision of Children Policy*).

The child may only leave St Mel's Kindergarten 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 order from having contact with 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*).

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 2005* (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*

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/>

4. Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the SCECEC Policy Definitions File.

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 (*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.

5. Sources and related policies

SOURCES

- Australian Children’s Education and Care Quality Authority (ACECQA): www.acecqa.gov.au
- Department of Education (DE) Licensed Children’s Services, phone 1300 307 415 or email licensed.childrens.services@edumail.vic.gov.au

SERVICE POLICIES

- *Acceptance and Refusal of Authorisations*
- *Child Safe Environment & 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*

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 St Mel's Kindergarten's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk ([Regulation 172 \(2\)](#)).

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

AUTHORISATION

This policy was adopted by the Approved Provider of St Mel's Kindergarten on 27 July 2021

REVIEWED DATE: **AUGUST 2023**

REVIEW DATE: **AUGUST 2026**



ATTACHMENT 1

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 St Mel's Kindergarten 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 DE)

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 St Mel's Kindergarten

ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (*refer to Attachment 2*) when next at St Mel's Kindergarten, 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 prior to child leaving St Mel's Kindergarten

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 (*refer to Attachment 4*) if 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 a verbal/email/ authorisation when the parent/guardian or authorised nominee is next at St Mel's Kindergarten

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

for my child/ren (write name/s) _____ to be collected from St Mel's Kindergarten on [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.

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 St Mel's Kindergarten on[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.



ATTACHMENT 3

PROCEDURES TO ENSURE THE SAFE COLLECTION OF CHILDREN

Early childhood professionals have a duty of care not to endanger children at St Mel's Kindergarten 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*), including a person who may pose a risk to the safety, health or wellbeing of any child/ren at St Mel's Kindergarten.

Where an educator believes that the families 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 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 (DE) within 24 hours of a serious incident occurring (refer to *Definitions*).



ATTACHMENT 4

PROCEDURES FOR THE LATE COLLECTION OF CHILDREN

Scenario 1: St Mel's Kindergarten has been notified of the late collection

Where a parent/guardian or authorised nominee **has** notified St Mel's Kindergarten 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 St Mel's Kindergarten
- 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 families or the authorised nominee do not arrive to collect the child and cannot be contacted.

Scenario 2: St Mel's Kindergarten has *not* been notified of the late collection

Where a parent/guardian or authorised nominee is late collecting their child and **has not** notified St Mel's Kindergarten 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 St Mel's Kindergarten
- 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 St Mel's Kindergarten
- contacting Child FIRST or the local police if a child has not been collected within a set time period (to be determined by St Mel's Kindergarten)
- notifying DE as soon as is practicable
- informing the Approved Provider of the situation.

Late collection fee

A late collection fee may be charged in accordance with the *Fees Policy* of St Mel's Kindergarten in all of the above scenarios.