

## DELIVERY AND COLLECTION OF CHILD POLICY

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### Mandatory – Quality Area 2

### PURPOSE

This policy establishes clear guidelines to ensure the safe delivery and collection of children attending La Trobe University Community Children's Centre.

### POLICY STATEMENT

### VALUES

La Trobe University Community Children's Centre is committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service
- meeting its duty of care obligations under the law

### SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Person In Day to Day Charge (PIDTDC), educators, staff, students on placement, volunteers, families, children and others attending the programs and activities of La Trobe University Community Children's Centre.

### BACKGROUND AND LEGISLATION

#### 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 the child is on the service's premises, even if the child has not yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian (refer to *Supervision of Children Policy*).

A child may only leave the service in the care of a parent/guardian or a person authorised by one of these parties to collect 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.

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. The minimum age for an authorised person at the La Trobe University Community Children's Centre is 16 years.

An authorised person **does not** include a parent/guardian who is prohibited by a court order from having contact with the child.

## Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Child/children, Youth and Families Act 2005* (Vic)
- *Education and Care Services National Law Act 2010*: Sections 167, 170
- *Education and Care Services National Regulations 2011*: Regulations 99, 168(2)(f)
- *Family Law Act 1975* (Cth)
- *National Quality Standard, Quality Area 2: Child/children's Health and Safety*  
Standard 2.3: Each child/children is protected

## DEFINITIONS

**Attendance record:** Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation 158(1)).

**Authorised nominee:** (In relation to this policy) a person who has been given written authority by the families of a child to collect that child from the education and care service. These details will be 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 reasonable foreseeable risk of injury.

**Inappropriate person:** A person who may pose a risk to the health, safety or wellbeing of any child/children 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 (Act 171(3)).

**Incident, Injury, Trauma and Illness Record:** Contains details of any incident, injury, trauma or illness that occurs while the child/children is being educated and cared for by the service. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence. Details required include the:

- name and age of the child/children
- circumstances leading to the incident, injury, trauma or illness (including any symptoms)
- time and date
- details of action taken by the service including any medication administered, first aid provided or medical personnel contacted
- details of any witnesses
- names of any person the service notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and time and date of this.

These details must be kept for the period of time specified in Regulation 183. A sample *Incident, Injury, Trauma and Illness Record* is available on the ACECQA website.

**Medication record:** Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication if required (Regulation 92).

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service

premises (Regulation 12). A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* as soon as possible and within 24 hours of the incident. The Regulatory Authority (DEECD) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

**Unauthorised person:** (in relation to this policy) is any person who has not been listed as an authorised nominee on the child/children's enrolment form.

## SOURCES AND RELATED POLICIES

### Sources

- Australian Children's Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Department of Education and Early Childhood Development (DEECD), Licensed Children's Services, phone 1300 307 415 or email [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

### Service policies

- *Acceptance and Refusal of Authorisations Policy*
- *Child Safe Policy*
- *Dealing with Medical Conditions Policy*
- *Emergency and Evacuation Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Supervision of Children Policy*

## PROCEDURES

### The Approved Provider is responsible for:

- ensuring families have completed the authorised nominee (refer to *Definitions*) section of their child/children's enrolment form, and that the form is signed and dated (refer to *Enrolment and Orientation Policy*)
- providing an attendance record (refer to *Definitions*) that meets the requirements of Regulation 158(1) and is signed by the parent/guardian or authorised nominee on delivery and collection of their child/children from the service every day
- ensuring a child/children does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these (refer to Attachment 2 – Authorisation Form) or in the case of a medical or other emergency (Regulation 99) (refer to *Acceptance and Refusal of Authorisations Policy*, *Dealing with Medical Conditions Policy*, *Incident, Injury Trauma and Illness Policy* and *Child Safe Policy*)
- ensuring a child/children is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee (refer to *Excursions and Service Events Policy*)
- ensuring authorisation procedures are in place for excursions and other service events (refer to *Excursions and Service Events Policy*)
- ensuring that there are procedures in place when a child/children is given into the care of another person, such as for a medical or other emergency (refer to *Emergency and Evacuation Policy* and *Incident, Injury, Trauma and Illness Policy*)
- ensuring that there are procedures in place when a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child/children's enrolment form will be collecting their child/children (refer to Attachment 1 – Authorisation procedures)
- ensuring that families or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child/children from the service, and that appropriate procedures are followed (refer to Attachment 1 – Authorisation procedures)

- ensuring that there are procedures in place if an inappropriate person (refer to *Definitions*) attempts to collect a child/children from the service (refer to Attachment 3 – Procedures to ensure the safe collection of child/children)
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring procedures are in place for the care of a child/children who has not been collected from the service on time (refer to Attachment 4 – Procedures for the late collection of child/children)
- ensuring that the educator-to-child/children ratios are maintained at all times child/children are in attendance at the service (including when child/children are collected late from the service) according to the requirements of Regulations 123 and 360 (refer also to *Supervision of Children Policy*)
- notifying the regulatory authority in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (refer to *Definitions*), including when a child/children has left the service unattended by an adult or with an unauthorised person (Regulations 12, 86, 176)
- providing families with information regarding procedures for delivery and collection of child/children prior to their child/children's commencement at the service

**The Nominated Supervisor is responsible for:**

- ensuring a child/children does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these (refer to Attachment 2 – Authorisation Form) or in the case of a medical or other emergency (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy* and *Child Safe Environment Policy*)
- ensuring a child/children is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee (refer to *Excursions and Service Events Policy*)
- ensuring 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) according to the requirements of Regulations 123 and 360 (refer also to *Supervision of Child/children Policy*)
- ensuring children are adequately supervised at all times (refer to *Supervision of Children Policy*)
- following the authorisation procedures listed in Attachment 1
- following the procedures to ensure the safe collection of children (refer to Attachment 3 – Procedures to ensure the safe collection of children)
- following the procedures for late collection of children (refer to Attachment 4 – Procedures for the late collection of children)

**Educators are responsible for:**

- ensuring the attendance record is signed by the parent/guardian, authorised nominee, Nominated Supervisor or an educator, detailing the child's time of arrival and departure from the service (Regulation 158(1))
- developing safety procedures for the mass arrival and departure of children from the service
- refusing to allow a child/children to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is not written authorisation of one of these (refer to Attachment 2 – Authorisation Form) (refer also to *Acceptance and Refusal of Authorisations Policy*)
- implementing the authorisation procedures outlined in Attachment 1 in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child/children's enrolment form will be collecting their child/children
- following the authorisation procedures (Attachment 1) and contacting the families or authorised nominees if an unauthorised person arrives to collect a child/children from the service
- following procedures in the event that an inappropriate person (refer to *Definitions*) attempts to collect a child/children from the service (refer to Attachment 3 – Procedures to ensure the safe collection of child/children)

- informing the Approved Provider immediately if a child/children has left the service unattended by an adult or with an unauthorised person (refer to *Definitions*)
- following procedures for the late collection of children (refer to Attachment 4 – Procedures for the late collection of child/children)
- maintaining educator-to-child ratios at all times children are in attendance at the service (including when children are collected late from the service)
- ensuring the entry/exit doors and gates are kept closed during program hours

#### **Families are responsible for:**

- completing and signing the authorised nominee section of their child's enrolment form before their child attends the service
- signing and dating permission forms for excursions
- signing the attendance record as their child arrives at and departs from the service
- ensuring educators are aware that their child/children has arrived at/been collected from the service
- collecting their child/children on time at the end of each session/day
- alerting educators if they are likely to be late collecting their child/children
- providing written authorisation where child/children require medication to be administered by educators/staff, and signing and dating it for inclusion in the child/children's medication record (refer to *Definitions*)
- supervising their own child/children before signing them into the program and after they have signed them out of the program
- supervising other child/children in their care, including siblings, while attending or assisting at the service
- paying a late-collection fee if required

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

## **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 the service's policy review cycle, or as required

## **ATTACHMENTS**

- Attachment 1: Authorisation procedures
- Attachment 2: Authorisation Form
- Attachment 3: Procedures to ensure the safe collection of child/children
- Attachment 4: Procedures for the late collection of child/children

## **AUTHORISATION**

This policy was adopted by the Approved Provider of La Trobe University Community Children's Centre on 28/5/2018.

**REVIEW DATE: 28/05/2020**

Notify families at least 14 days before making any changes to this policy or its procedures.

## ATTACHMENT 1

### Authorisation Procedures for Child Collection

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

#### **Procedure 1; Parent/Guardian provides written authorisation**

For parents/guardians able to provide a written authorisation for an unauthorised person to collect their child/children, the following procedure is followed:

1. The Playroom Educator, Approved Provider, Nominated Supervisor and/or Person-in-Day-to-Day-Charge (PIDTDC) will request that the parent/guardian email the authorisation if it is possible to do so. If possible, ensure parent/guardian uses authorisation form for unauthorised person pick-up (Attachment 2). If not, advise parent/guardian to include following details in an email; the name, address and telephone number of the person who will be collecting the child/children
2. Forward the email giving authorisation for an unauthorised person to collect the child/children to [children@latrobe.edu.au](mailto:children@latrobe.edu.au)
3. Call reception staff (ext :69846) to inform them of the email and the details of the email
4. Playroom Educator to print and keep a copy of the email in child/children's file
5. Reception Staff to ensure that when unauthorised person arrives to collect child/children, they sight photo proof of identity and ensure that the details in the email match the ID provided.
6. Playroom educators to ensure the attendance record (sign in/out sheet) is completed prior to child/children leaving the service

#### **Procedure 2; Parent/Guardian provides verbal authorisation**

For parents/guardians unable to provide a written authorisation, it is possible for the parent/guardian to give a verbal authorisation, provided the following procedure is followed:

1. Verbal authorisation needs to be taken by either One Educator **and** One Approved Provider or Nominated Supervisor or PIDTDC. Take the verbal authorisation message from the parent/guardian and record key details on the authorisation form (Attachment 2), including the name, address and telephone number of the person who is being given authorisation to collect the child/children
2. Email reception staff [children@latrobe.edu.au](mailto:children@latrobe.edu.au) with details on the identity of the unauthorised person who will be collecting the child/children
3. Call reception staff (ext :69846) to inform them of the email
4. Authorisation form (Attachment 2) is to be filed in the child/children's file, including the details of the unauthorised person who was given authorisation to collect the child/children and the two educators/staff who witnessed the parent/guardian giving authorisation
5. Reception Staff to ensure that when unauthorised person arrives to collect child/children, they sight photo proof of identity and ensure that the details in the email match the ID provided.
6. Playroom educators to ensure the attendance record (sign in/out sheet) is completed prior to child/children leaving the service

### **Procedure 3; No authorisation provided to release child/children to unauthorised person**

If a person arrives at the centre and states that they are there to collect a child/children for which the centre, including the Approved Provider, Nominated Supervisor, Educators, PIDTDC and Reception Personnel, has received no notification from the parent/guardian that an unauthorised person will collect the child/children the following procedure is to be followed:

1. Approved Provider/Nominated Supervisor/PIDTDC or Reception Personnel to contact the parent/guardian and a) state the situation and b) ask whether the parent/guardian gives authorisation for the person to collect the child/children. If the parent gives consent then Centre staff are to refer to procedure number 2 (Parent/Guardian provides verbal authorisation)
2. **Centre staff are to refuse to release a child/children where authorisation is not/cannot be provided by the parent/guardian**
3. Centre staff are to press the duress button and contact La Trobe security on ext: 2222 and the police on 000 if the safety of the child/children or staff is threatened. In this event, protocols from 'The Serious Incident Procedure' are to be invoked.

### **Procedure 4. If a Child/ren is taken by an Unauthorised Person**

The following procedure is to be implemented by Centre staff if they discover that a child/ren has been collected and/or left the centre with an unauthorised person.

1. Centre staff are to notify the Manager (ext: 69844) immediately. If Manager is off-site, contact the Responsible Person (PIDTDC)
2. The Manager will invoke strategies consistent with the 'Serious Incident Procedure', including the following;
  - 2.1 Manager will coordinate contacting police (000) and university security (ext. 2222)
  - 2.2 Manager will report the incident to the parent/guardian
  - 2.3 Manager is to document the incident and report the incident to the regulatory authority within 24 hours (see 'Serious Incident Procedure')

### **Procedure 5; Court Orders and Authorisation**

If a parent/guardian seeks to collect a child/children from the centre in contravene of a court order, the following procedure is to be followed:

1. Centre staff are to refuse to release child/children to the parent/guardian and are to notify the Manager.
2. The Manager will invoke strategies consistent with the '**Serious Incident Procedure**', including the following;
  - 2.1 Ensure the safety of staff and children and ensure that that the child/ren are not released to the parent/guardian
  - 2.2 Manager will coordinate contacting police (000) and university security (ext. 2222)
  - 2.3 Manager will report the incident to the parent/guardian with custody
  - 2.4 Manager is to document the incident and report the incident to the regulatory authority within 24 hours (see 'Serious Incident Procedure')



## ATTACHMENT 2

### Authorisation Form

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#### Authorisation form

This form gives permission for an unauthorised person to collect my child/children from La Trobe University Community Children's Centre.

I \_\_\_\_\_ authorise

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

to collect my child/children/ (write name/s) \_\_\_\_\_

from La Trobe University Community Children's Centre on dd/mm/yy.

This will be a one-off occasion and this person is **not** to be included on my child/children's enrolment form as an authorised nominee to collect my child/children on an ongoing basis.

Signed: \_\_\_\_\_ (Parent/guardian)

Date: \_\_\_\_\_

Office Use: This form to be filed in child's file.

## ATTACHMENT 3

### Procedure 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/children into the care of an inappropriate person (refer to *Definitions*). Where an educator believes that the parent/guardian or authorised nominee is unable to safely care for the child/children, for example because alcohol, drugs or poor health affect the judgement and capacity of the parent/guardian or authorised nominee, the following procedures must be followed:

- If possible, the educator will inform the Approved Provider or Nominated Supervisor or Person-In-Day-to-Day-Charge of their concern regarding the child/children's safety
- The Approved Provider or Nominated Supervisor or Person-In-Day-to-Day-Charge will communicate their concerns to the person collecting the child/children and suggest contacting an alternative authorised nominee to collect the child/children.
- If the Approved Provider or Nominated Supervisor or Person-In-Day-to-Day-Charge fears for the safety of the child/children, themselves or other staff at any time, the Approved Provider or Nominated Supervisor or Person-In-Day-to-Day-Charge will organise for staff to call the police immediately.
- The incident will be documented and filed in the child's file
- If required and a serious incident occurs, the '**Serious Incident Procedure**' will be implemented

#### **Attachment 4**

#### **Procedures for Late/Non-Collection of Children (post centre closing hours)**

##### **Scenario 1; The service has been notified of the late collection**

Where a parent/guardian or authorised nominee has notified the centre that they will be late collecting their child/ren, the Approved Provider, Nominated Supervisor and/or PIDTDC 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
- 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/ren and has not notified the service that they will be late, the Approved Provider, Nominated Supervisor and/or PIDTDC 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
- 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/ren and is **unable to be contacted**, the Approved Provider, Nominated Supervisor and/or PIDTDC 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 by 7pm
- Manager is to document the incident and report the incident to the regulatory authority within 24 hours (see 'Serious Incident Procedure')

##### **Late collection fee**

Where a family contacts the Centre and advises they will be collecting the child/ren late, the late fee will still apply. Families are reminded that this late fine is not subject to Child Care Benefit.