

Policy title	2.13 Delivery and Collection of Children
Policy type	Management
Group	Family and Children

Rationale

The *Education and Care Services National Regulations 2011*, and the *Children's Services Regulations Victoria 2009* require that a child who is being educated and cared for by an education and care service does not leave the relevant service premises except if the child:

- is given into the care of:
 - a parent/guardian of the child
 - an authorised nominee named in the child's enrolment record
 - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises
- leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record
- is taken on an excursion in accordance with the legislation
- is given into the care of a person or taken outside the premises either because:
 - the child requires medical, hospital or ambulance care or treatment
 - of another emergency

An authorised person is a person who has been given written permission by the legal parent/guardian to collect a child from care. Under this policy an authorised person must be an adult, that is 18 years of age or older.

The purpose of this policy is to ensure that children only leave the premises in the care of their legal parent/guardian*, or an authorised person, except in accordance with the requirements of the *Education and Care Services National Regulations 2011*, the *Children's Services Regulations Victoria 2009* and the *Education and Care Services National Law Act 2010*.

***Note: A parent in this context does not include a parent who is prohibited by a court order from having contact with the child.**

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Family and Children's Services	Michele Leonard	2.13 Delivery and Collection of Children Procedure	August 2015	June 2017

Policy statement

Moonee Valley City Council has a responsibility to protect the health and safety of each child as well as staff members//contractors, parents/guardians, students and volunteers at all times they are in attendance at an education and care service.

Council is committed to ensuring access to and removal of children from an education and care service or family day care educator's/contractor's premises is only by the legal parent/guardian or an authorised person who has been given written permission by the legal parent/guardian.

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Procedure	2.13 Delivery and Collection of Children Procedure
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Action	Approved Provider	Responsible Person or Primary Nominee	Educator/contractor	Families	Education and Care Services National Regulations 2011	Education and Care Services National Law Act 2010	Children's Services Regulations 2009 & Children's Services Act 1996
Ensure the service operates in line with the <i>Education and Care Services National Regulations 2011</i> and the <i>Children's Services Regulations Victoria 2009</i> in relation to the delivery and collection of children.	✓	✓	✓		r.99 r.157-161 r.165	s.167 s.165 s.169	s.26
Oversee and guide staff to ensure adherence to this Policy and Procedures.		✓	✓		r.170	s.167	s.26
Maintain a duty of care at all times and ensure work practices comply with the National Regulations and this Policy and Procedures at all times.	✓	✓	✓		r.170	s.167 s.165 s.169	s.26
Ensure the Enrolment Form contains the following information: <ul style="list-style-type: none"> the full name, date of birth and address of the child the name, address and telephone number of each parent/guardian that the child resides with or has contact with the name, address and telephone number of a person (preferably two) who is to be notified of any incident, injury, trauma or illness involving the child 	✓	✓	✓	✓	r.160	s.167 s.175	s.26

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<ul style="list-style-type: none"> • details (copy required) of any court orders relating to the powers, duties, responsibilities or authorities of any person in relation to the child or access to the child • the name, address and telephone number of each person who has lawful authority to authorise • the taking of the child outside the premises of the service by a staff member • in the case of family day care, the taking of the child outside the family day care residence or venue by an educator/contractor 	✓	✓	✓	✓			
No child is to be released to persons other than those nominated by parents/guardians and recorded in the Child Enrolment Form. (Any change to an authorised person, including a Family Court document, requires the Enrolment Form to be updated).	✓	✓	✓		r.160-161	s.167 s.165 s.169	s.26
Notify the Responsible Person or Primary Nominee of any changes in the person collecting their child from education and care services, this includes court or intervention orders that prohibit a parent/guardian from having contact with a child.			✓	✓	r.160-161	s.167 s.175	s.26
Parents/guardians notify staff/educators/contractors of any changes to the person collecting the child from education and care staff on a day-to-day basis, including current court or intervention orders.				✓	r.160-161	s.167 s.175	s.26

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Family is to inform the service of current contact numbers to ensure they are contactable at all times.			✓		r.160	s.167 s.175	s.26
Ensure families are informed of the requirement to sign their child in and out each day, and checking daily if this has been done.	✓	✓	✓			s.167 s.175	s.26
When arriving at a service each day, children must be signed in and the actual arrival time recorded. Children are to be signed in and out in the same attendance sheets.		✓	✓			s.167 s.175	s.26
Persons under the age of 18 are not permitted to collect children from the centre and sign them out, unless they are the parent of the child that they are collecting.	✓	✓	✓	✓	r.170	s.167	s.26
Staff will check that all children have been signed in after the majority of children have arrived. The attendance sheets are used to ensure all children at the service are accounted for.		✓	✓		r.263 r.360-366	s.167 s.175	s.26
Children who are absent from the service will be marked on the attendance sheets as 'absent' by the educator/contractor upon checking the daily attendance sheets.		✓	✓		r.263 r.360-366	s.167 s.175	s.26
Staff/educator/contractor will check that all children have been signed out at the end of each day. In the event of an emergency evacuation or lock down, the attendance sheets are used to ensure all children at the service are accounted for.		✓	✓		r.263 r.360-366	s.167 s.175	s.26

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When a child is not signed in but is attending the service, the staff member/educator/contractor will sign the child in and remind the parent/guardian at departure time that they must countersign the staff member's/educator's/contractor's signature.		✓	✓	✓	r.263 r.360-366	s.167 s.175	s.26
Parents/guardians are informed that children cannot be released into the care of an unauthorised person if parental permission has not been received in writing or via telephone, and/or if parent permission has been received but the authorised person cannot show photographic identification.	✓	✓	✓		r.99 r.160-161	s.167 s.175	s.26
<ul style="list-style-type: none"> • staff/educators/contractors have a duty of care to protect children attending education and care services. This includes refusing and/or delaying the release of a child into the care of a person defined as an unauthorised person under the Education and Care Services National Law Act 2010. An unauthorised person includes a person: • who is prohibited by a court order from having contact with the child • whose behaviour or state of mind is such that it would be inappropriate for him or her to be on the service premises while children are being educated and cared for; for example, a person who is under the influence of 	✓	✓	✓	✓	r.99 r.160-161	s.167 s.165 s.169 s.175	s.26

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<ul style="list-style-type: none"> drugs or alcohol • who does not have written permission from the child's lawfully authorised parent/guardian to collect them from the service • a person collecting a child from the service is believed to be under the age of 18, and they cannot provide proof of age • a person, who a parent/guardian has verbally authorised to collect their child, cannot show identification when collecting the child or is affected by drugs or alcohol 	✓	✓	✓	✓			
<ul style="list-style-type: none"> • If an unauthorised person arrives to collect a child, staff members/educators/contractors will: • not release the child into that person's care • ask the parent or other person to wait in a suitable secure area that is positioned away from children's education and care rooms • contact the Responsible Person or Primary Nominee to inform them of the situation • delay release until a legal parent/guardian is contacted to verify that the person is authorised to do so 	✓	✓	✓	✓	r.99	s.167 s.165 s.169-171	s.26

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<ul style="list-style-type: none"> • seek verbal authorisation, along with a description of the person, which can be accepted for a new person to collect the child in an emergency. If this occurs, the service will need to see photo identification of the person to ensure they match the details provided verbally by the parent/guardian before releasing the child • verbal authorisation must be followed up with written permission (via letter, email or SMS) from the parent/guardian within one business day or when their child next attends an education and care service, whichever is the earliest • if the legal parent/guardian does not verbally authorise this person to take the child, do not release the child • in the case of a parent/guardian or other authorised person who is affected by alcohol or drugs, the Responsible Person or primary nominee is to contact one of the other people on the child's Enrolment Form who is authorised to collect the child, and arrange alternate means for the child's collection. If this is not possible, continue to delay the release of the child by offering to call a taxi and/or providing water/tea/coffee to the 	✓	✓	✓	✓			

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parent/person <ul style="list-style-type: none"> if a staff member is placed in a position where they fear for the safety of the child, their own safety and that of others at the service, they must contact the police immediately and enact the lockdown procedure to avoid possible violent confrontation 	✓	✓	✓	✓			
In the event that children are not collected by the closing time of the service, staff/educators/contractors are to follow these procedures: <ul style="list-style-type: none"> attempt to contact the parent/guardians if they are uncontactable call the emergency contacts provided on the Enrolment Form inform the Responsible Person or Primary Nominee if no contact can be made with any parent/guardian/emergency contact and a reasonable amount of time has elapsed, the Responsible Person or Primary Nominee is to contact the police and the Department of Education and Training (DET) to inform them of the situation and seek assistance in the centre-based services, a minimum of two staff members/educators/contractors are to stay with the child until a suitable outcome has been reached 	✓	✓	✓		r.99 r.160-161	s.167 s.165 s.169 s.175	s.26

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<ul style="list-style-type: none"> in family day care service, the family contractor is to stay with the child until a suitable outcome has been achieved 							
Legal parents/guardians may enter the centre-based services at any time during its hours of operation.	✓	✓	✓		r.157	s.167	s.26
Families are encouraged to engage with their child's educator/contractor at the beginning and end of the day about the development and individual needs of their child. This interaction helps children to feel comfortable and reassured as they observe a relationship growing between their parent/guardian and the educator/contractor.			✓	✓	r.157	s.167	s.26
Inform the service if their child will be absent as it assists with program planning. Fees are payable if children are absent from the service. If a child is ill and visits a registered medical practitioner, parents/guardians will need to obtain a doctor's certificate. Children who are unwell must be kept at home to avoid cross-infection.		✓	✓	✓		s.167	s.26
Consider the provision of a secure entrance/foyer that is positioned away from children's education and care rooms when planning or upgrading service infrastructure.	✓	✓				s.167	s.26
Authorised persons are asked for evidence of their identity when presenting at an education and care service to collect a child.	✓	✓	✓		r.99	s.167 s.165 s.16 s.175 s.170-71	s.26

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If children are found not to be signed out, and a staff member/educator/contractor is aware that the child has left the service, parents/guardians will be reminded by staff/educator/contractor on return to the service that they must sign their child out. If a child is not returning for the remainder of the week, the parents/guardians will be contacted to be reminded of the importance of signing the attendance record.		✓	✓	✓	r.99	s.167 s.165 s.169	s.26
If it is discovered that a child is not in our care, not signed out and staff/educator/contractor are not aware of their departure, the parents/guardians will be contacted immediately to confirm their child's whereabouts. If the child is not in their care, the centre will seek immediate advice from the police; and contact the Coordinator Kindergarten Services/Childcare Services, and Department of Education and Training, as soon as possible.	✓	✓	✓		r.99	s.167 s.165 s.169 s.174	s.26

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Link to Council policies

This Policy and Procedures are linked to Council's Occupational Health and Safety, Emergency and Response, Issue Resolution, Isolated Workers Risk Management and Excellence in Governance policies and procedures.

Resources and useful websites

This Policy and Procedures are aligned to the following National Quality Standard
www.acecqa.gov.au/national-quality-framework/the-national-quality-standard

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