

DELIVERY AND COLLECTION OF CHILDREN



PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Northern Schools Early Years Cluster 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, regular outing or on transportation provided or arranged by the service, 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



POLICY STATEMENT

OUR VALUES

- **Trust** – We demonstrate honesty, integrity, reliability, social justice in our programs and practice.
- **Relationships** – We acknowledge each person's intrinsic value, being considerate, authentic and courteous.
- **Respect** – We are welcoming, connected, and inclusive of our communities.
- **Curiosity** – We are curious to explore opportunities and initiatives for collaboration, growth and learning.

Northern Schools Early Years Cluster is committed to:

- Providing opportunities through the educational program for children to explore and experience the wider environment and broader community.
- Ensuring that all excursions, regular outings and service events are accessible, affordable and contribute to children's learning and development.
- Ensuring the health, safety and wellbeing of children at all times, conducting risk assessments and ensuring authorisations are obtained from parents/guardians.
- Providing adequate supervision of all children during excursions, regular outings, and service events and delivery and collection of children at the service
- Promoting road safety education and safe active travel for children.
- Implementing the Child Safe Standards

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, parents/guardians, children, and others attending the programs and activities of Northern Schools Early Years Cluster, including during offsite excursions, regular outings 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					
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 the service every day	R	√		√	
Ensuring the arrival and departure times are accurately recorded in the attendance record by the parent/guardian, authorised nominee, detailing the child’s time of arrival and departure from the service. The nominated supervisor or an educator will only complete the attendance record on the parent/guardian or authorised nominee as a last resort (<i>Regulation 158(1)</i>)	R	√	√	√	√
Developing safety procedures for the mass arrival and departure of children from the service. This includes: <ul style="list-style-type: none"> • Roles and responsibilities of educators during the arrival and departure of children. • Ensuring the environment is set up in away that promotes optimal supervision of children and minimises the risk of crowding. • Educators are communicating with each other during arrival and departure of children to ensure placement of educators are able to supervise children at all times. 	R	√	√		
Ensuring educators and parents are aware that their child has arrived at/been collected from the service and to have procedures in place to ensure this process			√	√	√
Ensuring a child does not leave the service 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 Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy</i>)	R	√	√		√

An authorised nominee or person must be 18 years or over.					
Refusing to allow a child to depart from the service 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 the service 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 the service 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 the service, 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 the service	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 the service (<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 the service unattended by an adult or with an unauthorised person (<i>refer to Definitions</i>)		√	√		√
Keeping a written record of all visitors to the service, including time of arrival and departure	R	√	√		
Ensuring procedures are in place for the care of a child who has not been collected from the service 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 the service if they are likely to be late collecting their child				√	

Ensuring that the 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 <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, the service 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 the service				√	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	√	√	√	√
Notifying the Department of Education in writing within 24 hours, and the parents as soon as is practicable, but not later than 24 hours after the occurrence, in the event of a serious incident (<i>refer to Definitions</i>), including when a child has left the service 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 the service	R	√			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	√	√	√	√
Displaying an up-to-date list of the telephone numbers of the Approved Provider, DE, Child FIRST, DHS Child Protection Service and the local police station	R	√			



BACKGROUND AND LEGISLATION

BACKGROUND

A duty of care exists at all times the child is attending a children's service.

The child may only leave the service 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/parenting 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*).



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: www.legislation.vic.gov.au

Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

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.



SOURCES AND RELATED POLICIES

SOURCES

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

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Child Safe Environment and 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 the service'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
- ATTACHMENT 5. Procedures for the mass collection and arrival of children

AUTHORISATION



This policy was adopted by the approved provider of Northern Schools Early Years Cluster 13 August 2024

Sigrd Hyett

Name: Sigrd Hyett, CEO, Northern Schools Early Years Cluster Inc.

DET Approved Provider appointed person with management and control NSEYC Inc.

DOCUMENT CONTROL TABLE	
ACTION	DATE
Adopted	1 August 2013
Reviewed	1.4.2021
Reviewed	12.5.2023
Reviewed	01.8.2024
Next Review Date	01.2.2026

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 the service to notify that such a person will be collecting their child.

The nominated supervisor/person in day to day charge or Early Childhood Teacher will:

1. request that the parent/guardian 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
2. 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, date of birth and telephone number of the person must be obtained
 - two educators take the verbal authorisation message
 - 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 the service
 - ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (*refer to Attachment 2*) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
3. ensure that email or phone 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/guardian or authorised nominee
6. Refuse to release a child where the person collecting the children is under the age of 18 years old.
7. contact police if the safety of the child or service staff is threatened
8. implement late collection procedures (*refer to Attachment 4*) if required
9. notify the approved provider in the event that written authorisation is not provided for further follow-up

ATTACHMENT 2. AUTHORISATION FORM

Authorisation form

To be used as a follow-up to a verbal/email authorisation when the parent/guardian or authorised nominee is next at the service

I _____ authorised by telephone/email (please circle)

for my child/ren (write name/s) _____ to be

collected from Northern Schools Early Years Cluster on [Date] by:

Name: _____

Address: _____

Date of Birth: _____ 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: _____

Date of Birth: _____ Telephone Number: _____

to collect my child/ren (write name/s) _____

from Northern Schools Early Years Cluster _____ Kindergarten/preschool 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 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 Definitions*) including a person who may pose a risk to the safety, health or wellbeing of any child/ren at the service.

Where an educator believes that the parents/guardians 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.

1. Consult with the nominated supervisor or the approved provider, if possible, if the nominated supervisor or the approved provider are not available, immediately proceed to step 2.
2. Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
3. If the nominated supervisor, the approved provider or staff member fears for the safety of the child, themselves, or other service staff at any time, contact the policy by calling 000 immediately and follow all advice given.
4. Complete the Incident, Injury, Trauma and Illness Record and file with the child's enrolment form.
5. Inform the approved provider as soon as is practicable, and at least within 24 hours of the incident.
6. The approved provider will notify the Regulatory Authority (DET) within 24 hours of a serious incident occurring (*refer to Definitions*).

ATTACHMENT 4. PROCEDURES FOR THE LATE COLLECTION OF CHILDREN

Scenario 1: The service has been notified of the late collection

Where a parent/guardian or authorised nominee has notified the service that they will be late collecting their child, the nominated supervisor/person in day to day charge or Early Childhood Teacher is responsible for:

1. ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
2. 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
3. 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 and has not notified the service that they will be late, the nominated supervisor/person in day to day charge or Early Childhood Teacher is responsible for:

1. ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
2. contacting parents/guardians or the authorised nominee to request collection
3. informing the Area/Operations Manager or the CEO of the situation
4. 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/person in day to day charge or Early Childhood Teacher is responsible for:

1. ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
2. contacting Child FIRST or the local police if a child has not been collected within a set time period (to be determined by the service)
3. Informing the CEO and Approved Provider of the situation.
4. The approved provider will notify the Regulatory Authority (DE) within 24 hours of a serious incident occurring (*refer to Definitions*).
- 5.

ATTACHMENT 5. PROCEDURES FOR THE MASS COLLECTION AND ARRIVAL OF CHILDREN

1. Roles and responsibilities of educators during the arrival and departure of children.

- Ensure that one educator is greeting parents/guardians and handing over each child to the parent/guardian
- Ensure that educators are placed to ensure supervision of all children
- Ensure that conversations at collection and arrival time are kept to a minimal and arrange an appropriate time when longer discussions with parents/guardians are required or if available arrange staff to ensure all responsibilities at departure and collection time are maintained for optimal supervision.
- Ensure parents/guardians sign their children in/out of the service

2. Ensuring the environment is set up in away that promotes optimal supervision of children and minimises the risk of crowding.

- Eg. Lockers and sign in tablets/books, reflections journals to be away from door entry areas
- Signage on doors to remind parents/guardians to close doors on entry and exit. Educators are communicating with each other during arrival and departure of children to ensure placement of educators who can supervise children at all times.