

DELIVERY AND COLLECTION OF CHILDREN

Early Years Services

1. Purpose

The purpose of this policy is to ensure appropriate measures are in place to safeguard children during their delivery to and collection from City of Stonnington's Early Years Services and providing guidelines for Educators and parents/guardians.

2. Policy Statement

City of Stonnington acknowledges its Duty of Care in relation to the delivery and collection of children from services safely. We recognise there is no legal right to refuse a parent/guardian collection of their child unless Court Orders prohibiting this have been provided.

Definitions:

Duty of care: is a common law concept that refers to your responsibility to adequately protect children in your care from harm. It applies to all Educators and staff members within any Victorian early childhood service, and it is usually expressed as a duty to take reasonable steps to protect children from injury that is reasonably foreseeable.

Authorised Nominee: Person nominated by Parents/guardians on a child's enrolment form authorised to collect and care for the child after accident, injury trauma or illness. In addition to collecting the child, this person is authorised to provide consent to medical treatment or authorise administration of medication to the child and to authorise an Educator to take the child outside the Education and Care Service for excursions or if required. These people are also authorised to collect the child at other times as well when arranged by parents/guardian.

3. Scope

This policy applies to:

- Early Years Coordinator
- Team Leaders
- Administration Officers
- Educators
- Parents/Guardians
- Agency relief Educators

4. Responsibilities

The following roles are responsible for monitoring compliance with this policy:

- Early Years Coordinator
- Team Leaders
- Educators

5. Procedure

Delivery of children to the service

- Parents/guardians or authorised nominee delivering the child must sign the child in via iPads located in each room on arrival
- Educators should prompt parents/guardian or authorised nominee to sign the in via iPads located in the room
- If a child hasn't been signed in by the parent/guardian or authorised nominee, the Team Leader, Administration Officer, or Educators **must** sign the child in on their behalf via the iPad
- Parents/guardians will then be prompted to confirm missed session sign in when they collect and sign their child out via the iPad.

Collection of children by parents/guardians

- Parents/guardian should respect and adhere to the closing times of services
- Parents/guardians must sign out via the iPad located in each room when collecting their child
- Where a parent/guardian fails to sign their child out, Team Leader, Administration Officer or Educators **must** sign the child out via the iPad on their behalf
- Parents/guardians will then be prompted to confirm missed session sign out when they attend the service
- If a parent/guardian arrives who is prohibited by court order to collect a child Team Leader/Educators must refer to and follow instructions outlined in the court order located in the child's file

Collection by person other than parent/guardian

- Parents/guardians must advise the service if another person will be collecting the child, that person must be listed on the enrolment form as authorised to collect the child
- If a parent/guardian requests someone to collect the child who is not listed on the *Enrolment Record*, parents/guardians can either complete a *Collection Authorisation Form*, send an email, or add the person's details via the My Family Lounge portal
- If the person collecting the child is not known by the Team Leader, Administration Officer, or Educators then photo identification must be sighted to confirm their identity
Team Leader, Administration officer or Educators may contact parent/guardian to confirm the person collecting the child is authorised if they have not previously been informed

- Children should always be collected by a parent/guardian, or a person authorised by a parent/guardian to collect the child from the premises

Late collection of children

- A late fine applies for collection of children after service closing hours or in the instance of a sessional booking and the session time has been exceeded
- Late fine penalties will be attributed to parent/guardian accounts. Late Fines do not attract Child Care Subsidy. Late Fines must be paid when account is due in accordance with the *Fees and Payment of Fee policy*
- If a child is not collected by service closure time the parents/guardians **must** be contacted
- If parents/guardians are unable to be contacted, Educator should phone authorised nominees provided in the child's *Enrolment Record* as they may collect the child if necessary.
- Contact the Team Leader of the service and if they are not contactable after several attempts contact the Early Years Coordinator (number listed on *Emergency Contact List* located at each service)
- Continue to telephone contact numbers as listed on *Enrolment Record* with the aim of locating either parent/guardian or authorised nominee
- At all times there must be at least one responsible person on duty at the service

In the case of a child not collected at closing time two Educators must remain on duty. If either Educator cannot remain at the service, that person must take responsibility for arranging a replacement Educator and cannot leave until a replacement Educator arrives. Replacement Educators may be an Educator from another Stonnington Early Years Service, Team Leader, or a casual Educator.

One hour after closing time

- If no contact with parent/guardian, authorised nominee, Team Leader, or Early Years Coordinator
- Contact Police – Prahran or Malvern Police Stations they will initially make enquiries to locate the parent/guardian while the child remains at the service with the Educators. If police arrive, Educators should follow their directives and at their discretion, the police may refer to the Child Protection Unit
- **The child cannot be removed from the care of service Educators until and unless a court order is issued**
- Educators must continue to try to contact parents/guardians or authorised nominees, Team Leader, or Early Years Coordinator
- Educators will need to ensure they follow directions from the Early Years Coordinator regarding the next steps

If a child is collected by an authorised nominee, Educators must place a notice on entrance door advising parent/guardians of the time of the child's collection, by whom and the child's location.

Substance Affected Parents/Guardians

- If Educators have concerns about a child travelling in a car with an intoxicated person or the ability of the person collecting the child to be able to care for them adequately, they should contact the Team Leader
- The Team Leader will discuss concerns with the Early Years Coordinator and if necessary, procedures outlined in the child protection policy will be followed
- Educators must follow their duty of care and act to keep children safe by speaking to the Team Leader if they are concerned about a child's safety and wellbeing

Opening/Closing Procedures

- Educators follow the opening/closing procedures for each facility to ensure all tasks are completed at both the opening and closing time of the service
- Early shift Educators opening the service should check for any hazards prior to the arrival of children and report any concern to the Team Leader
- Regular checks of the iPad are undertaken by Educators to ensure all children are signed in during the morning and that all children have been signed out at the end of the day
- Educators must conduct a thorough check of premises prior to leaving the service at the end of the day to ensure all children are accounted for and everyone has left the building

Emergency Situations

- In case of an emergency where a child requires medical, or hospital treatment parents/guardian consent is obtained on each child's *Enrolment Record* allowing transportation by ambulance from the service for medical attention
- Team Leader or permanent room Educator must accompany the child in the ambulance until their parent/guardian arrives
- Team Leader will advise the Early Years Coordinator as soon as practicable, submit an incident report onto City of Stonnington's SolvSafety Reporting System, and the Regulatory Authority via the National Quality Agenda IT system (NQA IT System) on the Australian Children's Education and Care Quality Authority (ACECQA) website

6. Relevant Legislation, Policies & Sources

Australian Children's Education and Care Quality Authority (ACECQA)

ACECQA [Delivery of Children to, and Collection from, Education and Care Service Premises Policy Guidelines \(acecqa.gov.au\)](https://www.acecqa.gov.au)

Child Safe Standards

City of Stonnington Child Related Reportable Conduct Policy

City of Stonnington Child Safety and Wellbeing Policy

City of Stonnington Code of Conduct

City of Stonnington Occupational Health and Safety Manual

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Version: 6 Issued: 26 October 2011

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Education and Care Services National Law Act 2010

Education and Care Services National Regulations (2011 SI 653) – Version 17th April 2023

Fees and Payment of Fees Policy

National Quality Framework

Occupational Health and Safety Act 2004

Refusal and Acceptance of Authorisations Policy

Serious Incident Response Policy

Victorian Government [Early childhood services - review of child safety practices](#) / [Victorian Government \(www.vic.gov.au\)](http://www.vic.gov.au)

7. Related Service Forms

Collection Authorisation Form
Emergency Contact List
Enrolment Record
Opening/Closing Procedures
Parent Handbook