Early Learning

Delivery and Collection of Children Policy

1. Policy Statement/Purpose

All decisions made by educators and Uniting Victoria & Tasmania are guided by a commitment to children's safety, rights, and best interests.

Uniting Early Learning is committed to:

- Ensuring the safe and positive delivery and collection of children being educated and cared for at the service, family day care residence/venue.
- Meeting its duty of care obligations under the law
- Ensuring children are transitioned into and out of the program in an inclusive and supportive manner that promotes family engagement.
- The documentation and maintenance of accurate children's attendance records.

2. Scope

This policy applies to the following persons:

- Approved provider and persons with management or control
- Nominated supervisor and persons in day-to-day charge.
- ECT, Educators, FDC educators and all other staff (including agency staff)
- Parents/guardians
- Contractors, volunteers, and students.

3. Policy

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 they are on the service's premises even if they haven't 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)*.

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).*

Uniting acknowledges it is the parent's right to nominate a person to sign out and collect the child from the service, however siblings are required to be 16 years of age or older. If the service's staff are concerned about the responsibility of this person to collect the child and supervise them adequately as they leave the premises, then the staff, at this time, must arrange a discussion with the parents to determine a satisfactory procedure for all.

3.1 Authorisation procedures

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

The Responsible person will:

1. Request that the parent or authorised nominee enter the authorisation into XAP/Harmony (or email) the authorisation, detailing the name, address and telephone number of the person who will be collecting the child and advising the person to provide photo identification at time of collection.
2. Accept verbal authorisation if it is not possible for the parent or authorised nominee to provide authorisation via email, provided the following procedure is followed:
    - 2.1 All details of the person collecting the child, including the name, address and telephone number of the person must be obtained
    - 2.2 Two educators take the verbal authorisation message (Family Day Care & Out of School Care services are exempt from this requirement)
    - 2.3 The verbal authorisation is documented and stored with the child's enrolment details in Xap or Harmony
    - 2.4 Photo identification is obtained to confirm the person's identity on arrival at the service
    - 2.5 Ensure that parents or authorised nominees follow up a verbal authorisation by adding details of the new authorised nominee in Xap or Harmony
3. Ensure that email authorisation is stored with the child's enrolment details in Xap/Harmony
4. Ensure the attendance record is completed in Xap/paper based, prior to child leaving the service
5. Refuse to release a child where authorisation is not/cannot be provided by the parent or authorised nominee and when photo identification is not provided (unless unsafe to do so)
6. Contact police if the safety of child/children or service staff is threatened
7. Implement late collection procedures if required
8. Notify the Approved Provider in the event that written authorisation is not provided, for further follow-up.

3.2 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 Glossary)

Refer Unknown/Unauthorised Persons Procedure.

Where an educator believes that the parent or authorised nominee (refer to Glossary) may pose a risk to the safety, health or wellbeing to a child being educated and cared for by the service, on collection of their child, the educator will:

1. Engage with the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child

2. Consult with the Responsible Person or the Approved Provider/, if possible
3. If the Responsible Person or the Approved Provider fears for the safety of the child, all children in attendance, themselves, or other service staff at any time, contact the police immediately
4. Complete an incident report in the RiskMan Portal and file with the child's enrolment details in Xap or Harmony
5. Inform the Approved Provider as soon as is practicable, and at least within 12 hours of the incident
6. Inform the Regulatory Authority within 24 hours of a serious incident occurring (refer to Glossary)

3.3 Procedures for the late collection of children

Where the parent or authorised nominee (refer to Glossary) has not collected a child after **15 minutes** at the end of a kindergarten session or closure time of a childcare service:

1. Ensure at least 2 educators (one with a minimum Diploma level qualification), remain on the premises with the child **until collected** (single educator services are exempt from this requirement).
2. If educators have to collect their children or have other personal commitments, they will need to make alternative arrangements to ensure the appropriate number of staff are at the service until the child is collected.
3. Call the contact parents and/or emergency contact. If they do not answer, follow up with a text message.
    - For example: *Hi xxxx, this is your child's ELS xxxx and we just called you. Our service closed at xxx time and your child xxx has not been collected. Can you please contact us on xxxx so we can make arrangements for their collection, regards xxx.*
4. Continue to call and text parents and/or emergency contacts every 15 minutes and document the time, date and persons contacted.
5. If educators have been unable to contact parents or emergency contacts after 45 minutes, the educators must inform the Program Manager (PM) or Senior Manager (SM) if PM is unavailable.
6. If the child has not been collected 60 minutes, call the Police and ask for assistance in locating the parents/ emergency contacts.
    - For example*: my name is XXX and I am an educator/NS at xxxx service. The session/service closed an hour ago and a child has not been collected. We have called and left several text messages for the parents and/or emergency contacts. We cannot leave and drive the child. Can you please help us by going to the residential address of parents / or emergency contacts to see if someone is home?*
7. The Police may also advise educators to contact the Child Protection, and they will advise the educators what they should do.

During business hours, ring the number covering the local government area (LGA) where the child lives.

North Division: 1300 598 521
North Division covers the following areas and LGAs:
Banyule, Buloke, Darebin, Campaspe, Central Goldfield, Gannawarra, Greater Bendigo, Hume, Loddon, Macedon Ranges, Mildura, Moreland, Mount Alexander, Nillumbik, Swan Hill, Whittlesea, Yarra.

South Division: 1300 555 526
South Division covers the following areas and LGAs:
Bass Coast, Baw Baw, Bayside, Cardinia, Casey, East Gippsland, Frankston, Glen Eira, Greater Dandenong, Kingston, Latrobe, Mornington Peninsula, Port Phillip, South Gippsland, Stonnington, Wellington.

East Division: 1300 360 452
East Division covers the following areas and LGAs:
Alpine, Benalla, Boroondara, Greater Shepparton, Indigo, Knox, Manningham, Mansfield, Maroondah, Mitchell, Moira, Monash, Murrindindi, Strathbogie, Towong, Wangaratta, Whitehorse, Wodonga, Yarra Ranges.

West Division: 1300 360 462
West Division covers the following areas and LGAs:
Ararat, Ballarat, Brimbank, Colac-Otway, Corangamite, Glenelg, Golden Plains, Greater Geelong, Hepburn, Hobsons Bay, Hindmarsh, Horsham, Maribyrnong, Moorabool, Moyne, Melbourne, Melton, Moonee Valley, Northern Grampians, Pyrenees, Queenscliff, Southern Grampians, Wyndham, Surf Coast, Warrnambool, West Wimmera, Yarriambiack.

After hours Child Protection Emergency Service between 5.00pm to 9.00am – 13 12 78.

Tasmania Child protection - Strong Families Safe Kids 1800 000 123

8. Continue to keep the PM/SM up to date with the situation and advise the outcome.

3.4 Unknown/Unauthorised Persons Procedure

Please remember that every situation will be different, and you need to use professional judgment when applying this procedure.

IVO/Court order in place or unknown person is accidentally let into the premises by another family.

- Know by sight who is authorised to collect the children in your group.
- Engage the support of the Program Manager or Senior Manager Quality & Education to interpret and understand an IVO or Court Order
- If a parent has been identified on an IVO or Court Order as only being able to access the child at the service on certain days or not at all, request a photograph of the person

- Store/display the photograph in the office and ensure the person's identity is protected and confidential. Ensure all staff are aware of the photograph
- If you do not recognize the person collecting a child you must refuse to allow the collection until their identity and parental permission is confirmed, even if the child recognises the person
- Do not allow entry into the licensed space where the children are located. Politely explain to the person that their identity must be verified before collection of the child. All legitimate persons will fully co-operate and be understanding
- If the person has accessed the licensed space, ask the person to return outside the external or internal security doors whilst their identity and authorisation is verified
- If the person is determined to not be a nominee or their presence contravenes an AVO or Court Order, inform the person that they are unauthorised to access/see/collect the child
- If required, remove all the children including the child to be collected to a safe place. This could be in the outdoor play space. Ensure security doors and gates are secured and locked
- Inform the Program Manager or Senior Manager immediately
- Judgement as per each individual situation should be used. If you feel that staff and or children are unsafe, call 000 and request immediate assistance
- Co-operate fully with any instructions and or advice issued by Management and, if necessary, the Police
- If you have called 000 and requested immediate assistance, ensure no person enters or exits the premises until the Police have arrived
- If a forcible attempt is made to remove a child, staff must physically prevent the removal only to the extent that neither they nor the child is in danger.

After the situation has been resolved and or the person has left the premises

- If required, reassure and comfort children
- Debrief with staff and management and evaluate the process. Provide feedback to the Senior Manager Quality & Education and request modifications be made to this procedure as required
- Complete a RiskMan notification within 12 hours. Document outside agencies contacted regarding the incident
- If required, request immediate support from the Program Manager:
    - Contacting the parent
    - Contacting all parents
    - Writing and disseminating a letter to all parents
- If required, access EAP for staff and children.

3.5 Advice and Referral

1. Call the Police and request support. If the child is known to Child Protection, call DFFH Child Protection Services on 131 278 or contact the child's case worker. Follow advice provided by DFFH Child protection
2. Complete and submit an incident report in RiskMan - Details to include: the date and times calls were made to the parent and/or authorised nominee. Name of Program

Manager/Area Manger/Approved Provider and date and time/s of calls. The date and times calls were made to the Police or Child Protection, include the person's name, title and contact details.

3. Strong Families, Safe Kids Advice and Referral Line 1800 000 123- (Tasmania)
4. Document the late occurrence.
5. Determine if a late collection fee is to be charged (refer to Fee Policy)

4. Responsibilities relating to the Delivery and Collection of Children Policy

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Agency staff, Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensure that early childhood teachers; educators, staff and parents/guardians, agency staff, volunteers and students comply with this policy *R170 & R171*	**R**	✓	✓	✓	✓
Ensure that parents and children are acknowledged at arrival and departure times and opportunities for sharing information are provided		✓	✓	✓	✓
Maintain educator-to-child ratios at all times children are in attendance at the service, including when children are collected late from the service *R123*	**R**	✓	✓	✓	✓
Follow the procedures for late collection of children (refer to Attachment 4c)		✓	✓		
Provide parents with information regarding procedures for delivery and collection of children prior to their child's commencement at the service, including information about the transport vehicle, where relevant		✓	✓		
Develop and implement the safety procedures for the mass arrival and departure of children from the service *S165 & S167*	**R**	✓	✓		
Ensure the early learning services/ family day care educators premises entry/exit doors and gates are kept closed during program hours *S165 & S167*	**R**	✓	✓	✓	✓
Ensure parents have completed the authorised nominee (refer to Glossary) section of their child's enrolment form, and have authorized it, as per Enrolment and Orientation Policy *R160 & R161*	**R**	✓	✓	✓	✓
Ensure a child 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) or in the case of a medical or other emergency *R 99* (refer to *Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy*)	**R**	✓	✓		✓

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensure the attendance record (in Xap or paper based for FDC) is signed by the parent, authorised nominee, Responsible Person or educator, detailing the child's time of arrival and departure from the service *R158 & R159*	**R**	✓	✓	✓	✓
Ensure the parent or authorized person signs the child in and out of care when the family day care educator collects or drops off the child to their home *R159*	**R**	✓	✓	✓	
Ensure authorisation procedures are in place for excursions, regular outings and other service events and ensure a child is not taken outside the service premises, family day care residence/venue without written authorisation of a parent or authorised nominee *R99, R102* (refer to *Excursions and Service Events Policy*)	**R**	✓	✓	✓	✓
Ensure there are procedures in place when a parent or authorised nominee advises the service that a person not listed on their child's enrolment form will be collecting their child (refer to Attachment 4b) *R99*		✓	✓	✓	✓
Do not allow a child to depart the service with a person who is not the parent or authorised nominee (refer to Glossary), or where there is no written authorisation of one of these (unless it is unsafe to do so) *R99 & S170*	**R**	✓	✓		✓
Ensure procedures are in place and followed, if an inappropriate person (refer to Glossary) attempts to collect a child from the service (refer to Attachment 4c) *R99 & S170*	**R**	✓	✓		✓
Ensure parents 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 (refer to Attachment 4b) R*99 & S170*	**R**	✓	✓		✓
Inform the Approved Provider as soon as is practicable, but within 12 hours, if a child has left the service unattended or with an unauthorised person *R99, S170, S165 & S167*	**R**	✓	✓		✓

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensure 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 *(refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy) R85*	**R**	✓	✓		✓
Ensure a transport agreement is in place, where required, between all relevant parties (e.g. Early learning service, family day care educator, bus company, school and parent) where children travel to and/or from the service by a transport vehicle. This form is to be uploaded into the child's enrolment record in Xap or Harmony *R102D*	**R**	✓	✓	✓	✓
Ensure the transport vehicle, where relevant, is regularly maintained and undergoes safety checks, including child restraints *S167*	**R**	✓	✓		
Ensure that procedures, including incident reporting procedures, are followed in the event of a vehicle crash, transport-related injury or missing child (refer to Incident, Injury, Trauma and Illness Policy) *R85, R86 & R87*	**R**	✓	✓		✓
Notify Uniting and the parents as soon as practicable, and Regulatory Authorities in writing within 12 hours, in the event of a serious incident (refer to Glossary), including when a child has left the service unattended by an adult or with an unauthorised person *R85 & R86*	**R**	✓	✓		✓
Ensure that if a child under 12 years and needs to travel in the front seat that families have provided informed consent *S167*	**R**	✓	✓		
Ensure any emergency medication required for a child is available, when the child is traveling to and from the service *S167*	**R**	✓	✓		✓
Ensure a written record of all visitors including time of arrival and departure and contact details is maintained at the service, family day care residence/venue *R165*	**R**	✓	✓		✓
Display an up-to-date list of the telephone numbers of the Approved Provider, Regulatory Authority, Child FIRST, DFFH Child Protection Service and the local police station		✓	✓		✓

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	ECT, Educators, FDC educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensure educators have been informed of their child's arrival and collection on a daily basis				✓	
Collect their child on time at the end of each session/ day				✓	
Alert educators if they are likely to be late collecting their child				✓	
Supervise their own child and other siblings before signing them into the program and after they have signed them out of the program				✓	
Negotiate collection/delivery times for their child directly with the service if attending before school or after school care programs				✓	
Inform the service immediately of any change to attendance at before or after school care or travel arrangements (e.g. Child's absence due to illness etc.)				✓	
Communicate any issues or concerns relating to a child's safety or wellbeing to the Responsible person				✓	
Ensure any emergency medication required for a child is available, when the child is traveling to and from the service				✓	
Promptly sign and date authorisation forms for excursions and where relevant for travel by school bus or service bus				✓	

4. Legislations/ Regulations

Children's Services Amendment Act 2019
Children's Services Regulations 2020
Education and Care Services National Law Act 2010: Sections 165,167
Education and Care Services National Regulations 2011: Regulation 99, 158, 159, 168, 176
National Quality Standard, Quality Area 2: Children's Health and Safety
Tasmanian Licensing Standards for Centre Based Child Care 2014: Standard 15.4 (c)
Children, Youth and Families Act 2005 (Vic)

5. Related Documents

Responsibilities relating to Delivery and Collection of Children policy
Authorisation procedures
Procedures to ensure the safe collection of children
Procedures for the late collection of children

Uniting

Child Safety Policy
Privacy Policy

Early Learning

Acceptance and Refusal of Authorisations Policy
Administration of First Aid Policy
Administration of Medication Policy
Anaphylaxis Policy
Asthma Policy
Dealing with Medical Conditions Policy
Delivery and Collection of Children Policy
Diabetes Policy
Educational Program and Practice Policy
Emergency and Evacuation Policy
Enrolment and Orientation Policy
Epilepsy Policy
Fees Policy
Food Safety Policy
Hygiene and Infectious Disease Policy
Incident, Injury, Trauma, and Illness Policy
Interactions with Children Policy
Nutrition, Oral Health, and Active Play Policy
Participation of Volunteers and Students Policy
Road Safety and Safe Travel (Children) Policy
Student Placement Form
Sun Protection Policy
Supervision of Children Policy
Water Safety Policy

Forms

UF-EL-028-Delivery & Collection Authorisation Form-4.1.docx

Procedures

UPD-EL-005-Unknown Unauthorised Persons Procedure.pdf

Reference/Sources

Child Safe Environment and Wellbeing Policy
Safe Arrival of Children Policy
Acceptance and Refusal of Authorisations Policy
Dealing with Medical Conditions Policy
Emergency and Evacuation Policy
Enrolment and Orientation Policy
Excursions, Regular Outing and Service Events Policy
Fee Policy
Incident, Injury, Trauma and Illness Policy
Road Safety & Safe Travel (Children) Policy
Supervision of Children Policy

This policy is shared with the whole service community with opportunities to provide feedback/input.

Review

This policy is to be reviewed by: 30th April 2029