

Delivery and Collection of Children Policy

Purpose

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending ECMS services.

Principles

ECMS is committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service
- Fulfilling its duty of care obligations under the law by protecting children from any reasonable, foreseeable risk of injury or harm.

Scope

This policy applies to all ECMS staff, students on placement, volunteers, parents/guardians, children, and others attending the programs and activities of any ECMS service.

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 he/she is on the service's premises even if he/she hasn'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.

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 order from having contact with the child.

Exceptions to the above clause are made in the event of a medical or other emergency and for planned excursions where the parent has previously provided written consent. Also, in the event that the service's Emergency Management Plan (EMP) has been enacted.

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ECMS does not participate in the transport of children, other than as part of an organised excursion or regular outing. In these circumstances, staff are to follow the ECMS Excursion/Regular Outing Policy and Procedure.

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to determine if a person under the age of 18 is able to be an authorised nominee by:

1. Seeking an opinion from the nominated supervisor/ person in charge and/or
2. Speaking to the Centre Director/Area Manager before making a decision.

Staff will undertake a discussion and risk assessment in consultation with the parent/ guardian. An Area Manager will support the staff to undergo the risk assessment process

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Roles & Responsibilities

Director, ECE	<p>Is accountable for:</p> <ul style="list-style-type: none"> • Promoting awareness • Ensuring implementation and compliance
Area Managers	<p>Are responsible for:</p> <ul style="list-style-type: none"> • Ensuring authorisation procedures are in place for excursions and other service events • Ensuring that there are procedures in place when a child is given into the care of another person, such as emergency services (Ambulance or Victoria Police) or Child Protection. • 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's enrolment form will be collecting their child • 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 • Ensuring that there are procedures in place if a non - authorised person attempts to collect a child from the service • Ensuring procedures are in place for the care of a child who has not been collected from the service on time • 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. • Notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident when a child has left the service unattended by an adult or with an unauthorised person • Ensuring that the service has an up to date and accurate Emergency Management Plan • Ensuring that educators and staff comply with the ECMS Road Safety Education and Safe Transport Policy and the ECMS Excursion/Regular Outing Policy and Procedure • Encouraging parents/guardians to comply with the ECMS Road Safety Education and Safe Transport Policy
Centre Directors & Nominated Supervisors	<p>Are responsible for:</p> <ul style="list-style-type: none"> • Ensuring parents/guardians have completed the authorised nominee section of their child's enrolment form, and that the form is signed and dated • Providing access to an attendance record and ensuring this is signed by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day • 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 or in the case of a medical or other emergency

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	<ul style="list-style-type: none"> • Ensuring a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee • 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 • Keeping a written record of all visitors to the service, including the time of arrival and departure • Complying with the ECMS Delivery and Collection of Children (Late Collection) procedure and following all authorisation procedures • Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service • Developing safety procedures for the mass arrival and departure of children from the service • Ensure that all staff are aware of the requirements of the service's Emergency Management Plan (EMP) • Ensuring that educators and staff comply with the ECMS Road Safety Education and Safe Transport Policy and the ECMS Excursion/Regular Outing Policy and Procedure • Encouraging parents/guardians to comply with the ECMS Road Safety Education and Safe Transport Policy • Following the authorisation procedures • Ensuring children are adequately supervised at all times • Following the procedures to ensure the safe collection of children • Displaying an up-to-date list of the telephone numbers of the Approved Provider, DET, Child FIRST, DHS Child Protection Service, and the local police station
Educators	<p>Are responsible for:</p> <ul style="list-style-type: none"> • 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 • Developing safety procedures for the mass arrival and departure of children from the service • 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 not written authorisation • Implementing the authorisation procedures 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 • Following the authorisation procedures and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service

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	<ul style="list-style-type: none"> • Following procedures in the event that an inappropriate person attempts to collect a child from the service (refer to Delivery and Collection of Children Procedure) • Informing ECMS Area Manager and compliance desk as soon as is practicable, but within 2 hours, if a child has left the service unattended by an adult or with an unauthorised person. • Following ECMS Delivery and Collection Procedure • Maintaining educator-to-child ratios at all times children are in attendance at the service • Ensuring that Daily Indoor and Daily Outdoor checks have been completed at the commencement of each session • Ensuring the entry/exit doors and gates are kept closed during program hours • Complying with the ECMS Road Safety Education and Safe Transport Policy and the ECMS Excursion/Regular Outing Policy and Procedure
<p>Parents /Guardians /Authorised persons</p>	<p>Are responsible for:</p> <ul style="list-style-type: none"> • 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/regular outings • Signing the attendance record as their child arrives at and departs from the service • Ensuring educators are aware that their child has arrived at/been collected from the service • Collecting their child on time at the end of each session/day • alerting educators if they are likely to be late collecting their child • Supervising their own child before signing them into the program and after they have signed them out of the program • Familiarising themselves with the ECMS Road Safety Education and Safe Transport Policy • Supervising other children in their care, including siblings, while attending or assisting at the service • Paying a late-collection fee if required as outlined in this policy

<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Education and Care Services National Law Act 2010 (amended Feb 2018: Sections 165, 167, 169, 170, 171, and 175. • Education and Care Service National Regulations 2011 (amended October 2020): Sections 4 (1), 77, 97, 99, 102, 121 -124, 136, 158, 161, 168 and 177 • Children, Youth and Families Act 2005 (Vic) • Family Law Act 1975 (Cth) National Quality Standard, Quality Area 2: Children’s Health and Safety
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<p>Associated Policies</p> <p>ECMS</p>	<ul style="list-style-type: none"> • Delivery and Collection of Children Procedure • Child Safe Environment Policy • Child Safe Policy • Child Safe Procedure • Code of Conduct Policy • Excursion/Regular outing Policy and Procedure • Parent Access and Involvement Policy • Parent Access and Involvement Procedure • Road Safety Education and Safe Transport Policy • Supervision of Children Procedure • Workplace Health, Safety Wellbeing (WHS) Overview • Late Collection template
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