

### 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"> <li>• Promoting awareness</li> <li>• Ensuring implementation and compliance</li> </ul>
Area Managers	<p>Are responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring authorisation procedures are in place for excursions and other service events</li> <li>• 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.</li> <li>• 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</li> <li>• 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</li> <li>• Ensuring that there are procedures in place if a non – authorised person attempts to collect a child from the service</li> <li>• Ensuring procedures are in place for the care of a child who has not been collected from the service on time</li> <li>• 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.</li> <li>• 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</li> <li>• Ensuring that the service has an up to date and accurate Emergency Management Plan</li> <li>• 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</li> <li>• Encouraging parents/guardians to comply with the ECMS Road Safety Education and Safe Transport Policy</li> </ul>
Centre Directors & Nominated Supervisors	<p>Are responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring parents/guardians have completed the authorised nominee section of their child’s enrolment form, and that the form is signed and dated</li> <li>• 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</li> <li>• 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</li> </ul>

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	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• Keeping a written record of all visitors to the service, including the time of arrival and departure</li> <li>• Complying with the ECMS Delivery and Collection of Children (Late Collection) procedure and following all authorisation procedures</li> <li>• Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service</li> <li>• Developing safety procedures for the mass arrival and departure of children from the service</li> <li>• Ensure that all staff are aware of the requirements of the service's Emergency Management Plan (EMP)</li> <li>• 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</li> <li>• Encouraging parents/guardians to comply with the ECMS Road Safety Education and Safe Transport Policy</li> <li>• Following the authorisation procedures</li> <li>• Ensuring children are adequately supervised at all times</li> <li>• Following the procedures to ensure the safe collection of children</li> <li>• 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</li> </ul>
Educators	<p>Are responsible for:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Developing safety procedures for the mass arrival and departure of children from the service</li> <li>• 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</li> <li>• 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</li> <li>• Following the authorisation procedures and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service</li> </ul>

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	<ul style="list-style-type: none"> <li>• 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)</li> <li>• 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.</li> <li>• Following ECMS Delivery and Collection Procedure</li> <li>• Maintaining educator-to-child ratios at all times children are in attendance at the service</li> <li>• Ensuring that Daily Indoor and Daily Outdoor checks have been completed at the commencement of each session</li> <li>• Ensuring the entry/exit doors and gates are kept closed during program hours</li> <li>• Complying with the ECMS Road Safety Education and Safe Transport Policy and the ECMS Excursion/Regular Outing Policy and Procedure</li> </ul>
<p>Parents /Guardians /Authorised persons</p>	<p>Are responsible for:</p> <ul style="list-style-type: none"> <li>• Completing and signing the authorised nominee section of their child’s enrolment form before their child attends the service</li> <li>• Signing and dating permission forms for excursions/regular outings</li> <li>• Signing the attendance record as their child arrives at and departs from the service</li> <li>• Ensuring educators are aware that their child has arrived at/been collected from the service</li> <li>• Collecting their child on time at the end of each session/day</li> <li>• alerting educators if they are likely to be late collecting their child</li> <li>• Supervising their own child before signing them into the program and after they have signed them out of the program</li> <li>• Familiarising themselves with the ECMS Road Safety Education and Safe Transport Policy</li> <li>• Supervising other children in their care, including siblings, while attending or assisting at the service</li> <li>• Paying a late-collection fee if required as outlined in this policy</li> </ul>

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