



Delivery and Collection of Children Policy and Procedures

Policy Number:	2000/30
Approved by:	Heritage Management Committee – 12 June 2012; 13 December 2016, Director: February 2020; Director; Jan 2021
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Next review due:	2024
National Law and Regulations	Regulation 99, 158, 168(2)(f),(m) . Also: 12(c)(d), 86, 176(2)(ii)
National Quality Standard	Quality Area 2: Children's Health and Safety. QA 7: Governance and Leadership

Policy Statement

The purpose of this policy is to guide educators and families on the arrival, departure, access to and release procedures for all enrolled children. Heritage Early Childhood Centre Inc. (Heritage) has a duty of care and legal obligation under the National Regulations (**refer to: Rationale**), to ensure that the Heritage community is provided with a high level of protection during the hours of operation of the service. Our duty of care to each enrolled child extends to whenever they are on the premises, even if they have not been signed in/out and are legally under the supervision of their parent/guardian.

Heritage is open from **7:45 am to 5:45 pm**, Monday to Friday throughout the year except for public holidays and for a two week break over the Christmas/New Year period. To allow educators to leave on time and attend to their own family responsibilities, **families must arrive to collect their children by 5:40pm at the latest. Refer to: Late and Non-Collection of Children Policy.**

Heritage uses 'QikKids' Child Care Management System (CCMS) registered software to record child enrolment and attendance information. This data is reported online to the Department of Education and Training (DET) to allow calculation and payment of Childcare Subsidy (CCS) entitlements on behalf of children enrolled at Heritage. **Refer to: Fees and Bookings Policy.**

Procedures are in place to ensure that only persons authorised by a child's parent/guardian, authorised nominee or a person authorised by those parties have access to that child at Heritage and that no child leaves the service with anyone who is either unauthorised to take them or who, in the opinion of educators, may put the child in harm's way. An exception is made to the authorised nominee requirement in the event of a medical emergency, other emergency or for authorised excursions. **Refer to: Emergency and Evacuation Policy, Illness and Infectious Diseases Policy; Excursions and Incursions Policy.**

This policy will be explained to families at their enrolment and orientation session and details will be included in the Family Handbook and Educator Handbooks. The policy will be easily accessible on the service website in the Members section and in Policy Manuals in the Front Entrance Foyer, Main Office and Programming Room.

Heritage educators must not put themselves or any enrolled child at risk of harm or injury by following the procedures outlined in this policy.



Rationale

Heritage has a duty of care to take all reasonable, practicable steps to provide the Heritage community with a safe and healthy environment (*Work Health and Safety Act, 2011*). In addition, this policy has been developed to comply with:

- Insurance requirements.
- The *Education and Care Services National Law Act 2010* (ACT)
- The *Education and Care Services National Regulations 2011* (ACT). Regulation 168(2): Policies and procedures are required in relation to the following:
 - (f) Delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99.
 - (m) The acceptance and refusal of authorisations.Also Regulations: 158, 12(c)(d), 86, 176(2)(ii)
- *National Quality Standard for Early Childhood Education and Care and School Age Care, 2012*. Quality Area 2: Children's Health and Safety. QA 7: Governance and Leadership.
Refer to: Appendix 1: Relevant National Regulations and Quality Standards.

Definitions

Authorised Nominee: In relation to this policy, a person who has the written authority of a parent/guardian of a child to collect that child from Heritage, as per the child's enrolment form.

Duty of Care: A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

Family Member: In relation to a child, this means:

- A parent, grandparent, brother, sister, uncle, aunt or cousin of the child, whether of the whole blood or half-blood, and whether that relationship arises by marriage (including a de facto relationship between two people of the opposite sex or same sex), by adoption or otherwise, or
- A relative of the child according to Aboriginal or Torres Strait Islander tradition, or
- A person with whom the child resides in a family-like relationship, or
- A person who is recognised in the child's community as having a familial role in respect of the child.

Unfit/Inappropriate person: A person who may pose a risk to the health, safety or wellbeing of any child attending Heritage, 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.

Policy Aims

The Heritage Delivery and Collection of Children Policy aims to ensure that:

- Heritage fulfils its' duty of care to all enrolled children.
- Heritage fulfils its' legal obligations.
- Children are safely dropped off and picked up from the Heritage premises.
- Educators have an accurate record of which enrolled children are present or absent from the premises on a given day.
- Families are required to collect their children no later than 5 minutes before closing time **(5.40pm)**.
- No unauthorised person has access to any enrolled child.
- No enrolled child is released into the care of a person unauthorised to collect the child.
- The authorised person collecting a child is fit to have the child released into their care.
- No educator or other staff member puts themselves or any of the children at risk of harm or injury to achieve these aims.

Scope

It is understood that there is a shared responsibility between all Heritage educators, other staff, families, students and volunteers to ensure the Delivery and Collection and Children Policy is accepted and applied as high priority in order to meet the safety and security needs of enrolled children.



Strategies and Practices

Enrolment Procedures

Families must:

- Complete the Heritage Enrolment Form and include the names, addresses and contact details of:
 - Each known parent of the child.
 - Each guardian of the child (if applicable).
 - Any person who is to be notified of an emergency involving the child if any parent/guardian of the child cannot be immediately contacted.
 - Any person who is an Authorised Nominee.
 - Any person who is authorised to authorise an educator to take the child outside the Heritage premises.
- Provide details of any court orders, parenting orders or plans relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
- Provide details of any persons whom they do not wish to have in contact with their children, in addition to those affected by court orders.
- Inform the Heritage Director immediately of any changes to the information given on the enrolment form regarding persons authorised to collect their child.

The Director must:

- Ensure information regarding each child's family contact details, emergency contacts and authorised nominees is updated every 6 months. (This may be done during parent interviews which occur every 6 months).
- Ensure the relevant enrolment information is entered onto the CCMS computer system.
- File all enrolment forms securely, according to the Privacy and Confidentiality Policy, in the child's Personnel File in the Director's Office.
- Pass on any information regarding authorisations to collect children to Room Leaders and those educators directly involved in the education and care of the child.
- Refer to: Enrolment and Graduating Rooms Policy.

Procedures for Arrival, Access to and Release of Children during the COVID-19 Pandemic

Parent/Child Arrival and Sign-in Protocols: Return to Heritage, Oct 25, After Covid-19

Lockdown:

- Parents/carers are required to text the service on arrival, check-in using the CBR app and Qikkids touch screen and to leave a contact phone number for the day.
- Social distancing between adults is maintained at drop-off and pick-up as far as practicable.
- Parents/carers must sanitise their hands, and their children's hands on arrival using the hand sanitiser provided.
- Parents/carers and any adult over the age of 12, must adhere to current face mask mandates.
- Two staff members are rostered to greet families on arrival.
- A family/staff member wipes down their child's bag with disinfectant wipes upon arrival.
- Touch screens are wiped with disinfectant wipes after each use.
- The designated area for drop-off/pick-up area is clearly indicated.
- Signage clearly indicates drop off and pick up procedures for children.
- Consideration is given to families for whom English is their second language and written information translated as required.
- Consideration is given to avoid families queuing in car park and causing traffic congestion.
- A separate area is provided for families required to complete any additional paperwork- eg. parent and child health declaration forms, updating medication requirements for children.
- Families who are front line workers (doctors, nurses) are requested to have changed from their work uniform after completing their shift before collecting their child.



- Drop off and end of the day communication with families is minimised. Other methods of communication with families is encouraged such as communication books, phone messages, emails etc.
- If families require face to face communication, physical distancing measures are implemented, and the time of the interaction/discussion limited where possible.

Procedures for Arrival, Access to and Release of Children outside of Health Pandemics.

All persons, including children, families and educators, must enter and exit through the **Front Entrance door**. Entrance to the service must not be gained through the playground gates, except under extenuating circumstances.

An enrolled child may only leave the Heritage premises if the child:

- Is given into the care of a parent or guardian of the child.
- Is given into the care of an authorised nominee as per the child's Enrolment Form.
- Is given into the care of a person authorised by a parent/guardian or authorised nominee named in the child's Enrolment Form to collect the child from the premises.
- Leaves the premises in accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the child's enrolment form.
- Is taken on an excursion in accordance with the Excursions Policy.
- Is given into the care of a person or taken outside the premises:
 - Because the child requires medical, hospital or ambulance care.
 - Because of another emergency.

Refer to: National Regulation 99 (Appendix 1).

Computerised Attendance System

Heritage uses a computerised sign-in/out system that is linked with the QikKids Child Care Management System (CCMS). The system records:

- The phone numbers of all persons authorised to collect a child from Heritage, as recorded on their Enrolment Form.
- Attendance and absence details of each child.
- The time each child is signed in or out.
- The name of the authorised nominee signing the child in or out.
- Swap days utilised by each child (referred to as zero charged days on the program). **Refer to:** Fees and Bookings Policy.

Signing in and out Procedures

- The child's parent/authorised nominee must enter their ID number and password on the QikKids kiosk program on their arrival/departure. If the system recognises their number and password, it will link to the name of the child for whom they are an authorised nominee. Clicking on the child, followed by the pick-up/drop-off button will enable the system to record the time and name of the authorised person.
- **Signing a child in and out as described above every time children arrive or leave Heritage is a legal requirement. It is not compliant to sign a child in and out at the same time.**
- Heritage educators may mark a child present or absent on the system if a parent/authorised person forgets, however the parent/authorised person must confirm this before being able to sign the child in or out again.
- Parents/authorised nominees must arrive by **5:40 pm** to allow educators to leave on time to attend to their own family responsibilities.
- If unavoidably delayed, parents/authorised nominees must contact the Heritage office so staff overtime can be arranged.
- Late pick-up fines will be enforced except in the case of emergencies. **Refer to:** Fees section and Late and Non-Collection of Children Policy.



Arrival Routine Guidelines for Parents/Authorised Nominees/Educators during Covid-19 pandemic.

Having signed their child in as above, parents/authorised nominees are asked on arrival to:

- Wash and/or sanitise hands on arrival.
- Place their child's lunch box and drink bottle in the fridge.
- Place their child's bag and clothing in the area provided.
- Greet an educator and inform them of any issues which may require attention or affect the child's behaviour during the day (head cold, change in circumstances at home, birthday etc).
- Ensure their child is handed over to the educator. Alternatively, families are welcome to stay a little while. They may help their child select an activity/toy/playmate and assist in settling their child into the chosen activity, before confidently leaving the room. Refer to: Enrolment and Graduating Rooms Policy.
- Add any special instructions for the day to the Room Communication Sheet (sleep requirements, different contact phone number for the day etc.).
- Sign the Medication Form if any medication is to be administered during the day and inform an educator in person. The medicine must be handed over to an educator personally, so it can be safely stored (refer to: Medication Policy).

Departure Routine Guidelines for Parents/Authorised Nominees/Educators during Covid-19 Pandemic

Having signed their child out as above, parents/authorised nominees are asked to:

- Collect the child's bag, lunch box, medication and any soiled clothing. Drink bottles can stay at Heritage and will be washed in the dishwasher.
- Check the Communication Sheet for comments (poor sleep, ate all lunch etc.). **This will be shown to you by the educator who brings your child out during the Covid -19 pandemic.**
- Check and sign any incident/accident forms.
- Clarify information from the Communication Sheet with an educator if required.
- Say goodbye to an educator as the child leaves.
- Check the Day Book by email or on the Heritage website to enable communication at home with their child regarding their day.

Procedures for Alternative Collection Arrangements for Children

Where a parent/guardian/authorised nominee has made alternative arrangements for the collection of their child from Heritage, the service should be notified in the following manner:

In the morning when the child is dropped off at Heritage:

- The parent/authorised nominee should advise an educator in the room of the name, address, phone number and relationship to the child of the person who will be picking up the child and write this information on the Authorisation to Collect Child Form, in the Director's office. (**Refer to:** Appendix 2) and sign it.

Where arrangements for the collection of the child change during the day:

- The parent/guardian/authorised nominee should phone Heritage and advise an educator, preferably the Director or Room Leader, of the name, address, phone number and relationship to the child of the person collecting the child.
- The educator taking the verbal authorisation must ask the parent/guardian/authorised nominee to also email the above information through to the office, if possible.
- The educator taking the verbal authorisation must complete the Authorisation to Collect Child Form with the relevant details and advise the parent/guardian/authorised nominee that they must co-sign the Authorisation to Collect Child Form when they are next attend the service. (**Refer to:** Appendix 2).
- The educator must advise the Room Leader and other educators in the Room of the alternative arrangements.



- The Director or Room Leader must file a copy of the emailed authorisation and Authorisation to Collect Child Form in the child's file in the Main Office, and update the child's Enrolment Form and QikKids, if required.
- The Room Leader must ensure the attendance record is completed prior to child leaving the service.

If the person collecting the child is not known to Heritage educators, photo identification will be requested when the person arrives at the service.

Procedures for Requests for Collection by Unauthorised Persons

Where someone, other than an Authorised Nominee arrives at Heritage to collect a child and the service has not been notified, regardless of who that person is, the following procedures will be followed by educators before the child will be able to leave with that person:

- Educators will explain to the person the reasons why Heritage will not allow the child to leave with unauthorised persons as the service policy is to ensure the safety and security of all enrolled children.
- Educators will make every effort to contact the parents and confirm the arrangements.
- Where parents are unable to be contacted, emergency contacts/authorised nominees will be called with the aim of:
 - Ascertaining where the parents may be contacted.
 - Confirming that the person is a fit and proper person to take that particular child - this may include asking to see photo identification for the person.
 - Arranging for the authorised nominees/emergency contacts to pick up the child if it is past 5.45pm and the above steps have been unsuccessful.
 - If none of the above is successful, 2 educators will remain with the child at Heritage until satisfactory arrangements have been made and the conditions of this policy have been met. A late fee will be charged. **Refer to:** Late & Non-Collection of Children Policy.

Procedures for Requests for Collection by Restricted Persons

Where there is a Parenting Plan or Court Order in place that restricts the person or parent attempting to collect the child from having access to the child:

- Educators must redirect the person or parent to the Director, or in the Director's absence, the Responsible Person in Charge.
- The Director/Responsible Person in Charge must locate a copy of the Parenting Plan or Court Order, kept in the child's Personal File located in the Director's office.
- If the Parenting Plan or Court Order restricts the person or parent from having access to the child the Director/Responsible Person in Charge must show it to the unauthorised person/parent and ask them to leave the premises immediately.
- If the unauthorised person/parent refuses to leave and demands to see the child the Director/Responsible Person in Charge must:
 - Try to attract the attention of another educator, direct them to call **ANU Security on Ext. 52249** and advise them of the situation; ask ANU Security to call the police and ensure either ANU Security or the police escort the person/parent from the Heritage premises.
 - Complete an Incident Report noting the time, date, names of people involved and a factual account of what happened, and file it with the child's Enrolment Form.

Where the unauthorised person/parent threatens to forcibly remove the child from the service and/or becomes violent and there is concern for the safety of educators or children then educators will:

- **Allow them to go.**
- Call **ANU Security on ext 52249** and/or the **police immediately on 0-000** to inform them of what has happened.



- Advise the Office of Children, Youth and Family Support - Child and Youth Protection Service of what has happened. It is a legal requirement for an education and care professional who has a reasonable suspicion that a child is at risk of abuse, to report it.
 - <http://www.communityservices.act.gov.au/ocyfs>
 - <https://form.act.gov.au/smartforms/csd/child-concern-report/>
- Complete an Incident Report noting the time, date, names of people involved and a factual account of what happened, and file it with the child's Enrolment Form.
- The Director will inform the Management Committee and the Regulatory Authority of the incident as soon as practicable and at least within 24 hours of the incident. This can be done online at: <http://www.acecqa.gov.au/national-quality-agenda-it-system>

Procedures when the Parent or Authorised Nominee is Unfit to Collect their Child

Where educators have serious doubts as to whether a person collecting a child is fit to have a child released into their care, possibly because they are adversely affected by alcohol, drugs, etc., the following procedure should be followed:

- Educators will consult with the Director, if possible.
- Educators will call **ANU Security on Ext. 52249** to advise them of the situation.
- Educators will raise the issue with the person collecting the child, if safe to do so.
- Educators will give that person reasons for their concern, if safe to do so.
- Educators will suggest that the person does not (where applicable) drive and offer them the choice of calling an alternative authorised nominee to collect both the child and the person or calling a taxi.
- Where the person threatens to become violent and there is concern for the safety to educators or children then educators will:
 - **Allow them to go.**
 - Obtain the licence number of the vehicle and direction of travel (where possible).
 - Immediately phone **ANU Security ext 52249** and/or the **police on 0-000** and give details.
 - Decide if it is necessary to make a notification to Care and Protection Services at the Office of Children, Youth & Family Support. **Refer to:** section above and Child Protection Policy.
 - Complete an Incident Report noting the time, date, names of people involved and a factual account of what happened, and file it with the child's Enrolment Form.
 - The Director will inform the Management Committee and the Regulatory Authority of the incident as soon as practicable and at least within 24 hours of the incident. This can be done online at: <http://www.acecqa.gov.au/national-quality-agenda-it-system>

**Educators cannot prevent parents from having contact without a legal document authorising this, unless the parent's behaviour is unacceptably angry or violent and poses a risk to the safety of the child and/or staff.
No educators will put themselves or any of the children at risk of harm or injury.**

ANU Security: ext 52249 Police 0-000



Summary of Responsibilities

The Management Committee is responsible for:

- Ensuring the service implements an attendance record that meets the requirements of Regulation 158(1).
- Ensuring there are procedures in place to prevent enrolled children leaving the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the event of a medical emergency, other emergency or an authorised excursion (Regulation 99). **Refer to:** Illness and Infectious Diseases Policy; Emergency and Evacuation Policy; Excursions and Incursions Policy.
- Ensuring there are procedures in place for when an enrolled child is given into the care of another person for a medical or other emergency. **Refer to:** Emergency and Evacuation Policy; Illness and Infectious Diseases Policy.
- Ensuring authorisation procedures are in place for excursions and other service events (**Refer to:** Excursions Policy).
- Ensuring there are procedures in place for when a parent/guardian/authorised nominee advises the service that a person not listed on their child's enrolment form will be collecting their child. **Refer to:** Authorisation to Collect Child Form.
- Ensuring there are procedures in place to inform parents/guardians/authorised nominees in the event that an unauthorised person or person deemed by educators to be unfit to have a child released into their care, arrives to collect a child from the service. **Refer to:** Section on Unauthorised Persons.
- Ensuring procedures are in place for the care of a child who has not been collected from the service on time. **Refer to:** Late and Non-Collection of Children Policy.

The Director is responsible for:

- Ensuring parents/guardians have completed the emergency contact and authorised nominee section of their child's enrolment form, and that the form has been signed and dated. **Refer to:** Enrolment and Graduating Rooms Policy.
- Ensuring procedures are followed by certified supervisors and educators to ensure enrolled children do not leave the service premises except with a parent/guardian or authorised nominee, or with the written authorisation of one of these, except for a medical emergency, other emergency or an authorised excursion. (Regulation 99). **Refer to:** Illness and Infectious Diseases Policy; Emergency Policy; Excursions Policy).
- 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. (Regulation 123 and 360). **Refer to:** Supervision and Water Safety Policy.
- Ensuring children are adequately supervised at all times. **Refer to:** Supervision and Water Safety Policy.
- Keeping a written record of all visitors to the service, including the time of their arrival and departure.
- Notifying the Regulatory Authority in writing within 24 hours, and the parents/guardians as soon as practicable, in the event of a serious incident, including when a child has left the service unattended by an adult or with an unauthorised person or a person deemed by educators to be unfit to have a child released into their care. (Regulations 12, 86, 176). **Refer to:** Emergency and Evacuation Policy.
- Displaying an up-to-date list of relevant telephone numbers including the Chair of the Management Committee, the Regulatory Authority (CECA), Protection and Care Services, ANU Security and the local police station.
- Providing parents/guardians with information regarding procedures for authorisations, and the delivery and collection of children prior to their child's commencement at the service.

Room Leaders and other educators are responsible for:

- Entering and exiting through the main Front Entrance door only. Entry/exit must not be gained through the playground gates, except under extenuating circumstances.
- Ensuring the computerised attendance system is utilised by the parent/guardian, authorised nominee, Director or an educator, detailing the child's time of arrival and departure from the service Regulation 158(1).



- Providing support to families to understand how to use the computerised attendance system and to develop appropriate arrival and goodbye routines for their children. **Refer to:** Enrolment and Graduating Rooms Policy.
- Developing and following safety procedures for the busy arrival and departure times of children to and from the service.
- Implementing the authorisation procedures set out in this policy in the event that a parent/guardian/authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child. **Refer to:** Authorisation to Collect Child Form.
- Following the procedures set out in this policy where an unauthorised person arrives to collect a child from the service and contacting the parents/guardians or authorised nominees to inform them.
- Following procedures set out in this policy in the event that a person, deemed by educators to be unfit to have a child released into their care, attempts to collect a child from Heritage.
- Informing the Director as soon as is practicable if a child has left the service unattended by an adult or with an unauthorised person or a person deemed by educators to be unfit to have a child released into their care.
- Following procedures for the late and non-collection of collection of children. **Refer to:** Late and Non-Collection of Children Policy.
- Maintaining educator-to-child ratios at all times children are in attendance at the service, including when children are collected late from the service.
- Ensuring the entry/exit doors and gates are kept closed during service hours.

Parents/guardians are responsible for:

- Entering and exiting through the main Front Entrance door only. Entry/exit must not be gained through the playground gates, except under extenuating circumstances.
- Only opening the door on exit for their own child or a child they are authorised to collect.
- Ensuring they or an authorised nominee sign the attendance record on delivery and collection of their child from the service every day.
- Completing and signing the emergency contact and authorised nominee section of their child's enrolment form before their child attends the service.
- Signing and dating permission forms for excursions.
- Ensuring educators are aware their child has arrived at/been collected from the service.
- Collecting their child on time at the end of each day and no later than 5.40pm.
- Alerting educators if they are likely to be late collecting their child.
- Supervising their child before signing them into the service and after they have signed them out of the service.
- Supervising other children in their care, eg, siblings, while attending/assisting at Heritage.
- Paying a late-collection fee as required according to the Fees and Bookings Policy.

Volunteers and students at the service are also responsible for following this policy.

Policy Review and Evaluation

In order to assess whether the aims of the policy have been achieved, Heritage will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness.
- Monitor the implementation, compliance, complaints/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.
- Notify parents/guardians at least 14 days before making any changes to this policy or procedures.



Related Policies

Name	Location
COVID-19 Policy / COVID-19 Safe Plan	
Child Protection Policy	Policy and Procedures in Members Section on Website.
Emergency and Evacuation Policy	
Enrolment and Graduating Rooms Policy	
Excursions and Incursions Policy	Family Handbook and Educator Handbooks.
Fees and Bookings Policy	
Illness and Infectious Diseases Policy	Policy Manuals located in Front Entrance Foyer, Programming Room and Main Office.
Late and Non-Collection of Children Policy	
Non-Compliance Policy	
Privacy and Confidentiality Policy	
Supervision and Water Safety Policy	
Work Health and Safety Policy	

References and Further Reading

ACT Government. (2008). *Children and Young People Act 2008*

<http://www.legislation.act.gov.au/a/2008-19/current/pdf/2008-19.pdf>

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Australian Children's Education and Care Quality Authority (ACECQA). (2018). *Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011.* <https://www.acecqa.gov.au/nqf/national-law-regulations>

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Version Control and Change History

Version Number	Approval Date	Approved by	Author and Amendments
1	October 2009	Management Committee	
2	12 June 2012	Management Committee	Author: Julia Charters Combined, updated and renamed Arrival and Departure Policy and Authorisations Policy based on references above and to meet new National Regulations.
3	13 December 2016	Management Committee	Author: Julia Charters. Updated to reflect new computerised attendance system. Created new Authorisation to Collect Child Form. Updated Enrolment Form to specify Persons Not Authorised to Collect Child, other than Court Orders'. Added Summary of Responsibilities and Appendix on National Regulations and Quality Standards.



4	Jan 2019	Director	Minor update to Rationale and References to reflect update to National Quality Standard wording update 2018.
5	Jan 2021	Director	Minor updates to links
6	October 2021	Director	Author: Julia Charters. Added update to include Covid-19 adjustment plans for pick up and dropping off children.



Appendix 1: Relevant National Regulations and National Quality Standards

National Regulation 168: Education and care service must have policies and procedures

- (1) The approved provider of an education and care service must ensure that the service has in place policies and procedures in relation to the matters set out in sub-regulation (2).
- (2) Policies and procedures are required in relation to the following:
 - (f) Delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99.
 - (m) The acceptance and refusal of authorisations.

National Regulation 158: Children's Attendance Record to be kept by Approved Provider.

- (1) The Approved Provider of an education and care service must ensure that a record of attendance is kept for the service that:
 - (a) Records the full name of each child attending the service; and
 - (b) Records the date and time each child arrives and departs; and
 - (c) Is signed by one of the following persons at the time that the child arrives and departs:
 - (i) The person who delivers the child to the education and care service premises or collects the child from the education and care service premises.
 - (ii) The nominated supervisor or an educator.

National Regulation 99: Children Leaving the Education and Care Service Premises

- (1) The approved provider of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with sub-regulation (4).
- (2) The nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with sub-regulation (4).
- (4) The child may only leave the relevant premises if the child:
 - (a) Is given into the care of:
 - (i) A parent of the child; or
 - (ii) An authorised nominee named in the child's enrolment record; or
 - (iii) A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
 - (b) Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
 - (c) Is taken on an excursion in accordance with this Division; or
 - (d) Is given into the care of a person or taken outside the premises:
 - (i) Because the child requires medical, hospital or ambulance care or treatment; or
 - (ii) Because of another emergency.
- (5) In this regulation parent does not include a parent who is prohibited by a court order from having contact with the child.

National Regulation 12: Meaning of Serious Incident

For the purposes of section 174(5) of the Law, the following are prescribed as serious incidents-

- (c) Any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought;
- (d) Any circumstance where a child being educated and cared for by an education and care service-
 - (i) Appears to be missing or cannot be accounted for; or
 - (ii) Appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or
 - (iii) Is mistakenly locked in or locked out of the education and care service premises or any part of the premises.



National Regulation 86: Notification to parents of incident, injury, trauma and illness

The approved provider of an education and care service must ensure that a parent of a child being educated and cared for by the service is notified as soon as practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while the child is being educated and cared for by the education and care service.

National Regulation 176 Time to notify certain information to Regulatory Authority

(2) For the purposes of section 174(4) of the Law, a notice must be provided-

(a) in the case of a notice under section 174(2)(a)-

- (i) in the case of the death of a child, as soon as practicable but within 24 hours of the death, or the time that the person becomes aware of the death; and
- (ii) in the case of any other serious incident, within 24 hours of the incident or the time that the person becomes aware of the incident;

National Quality Standard (2018 update)

Quality Area 2: Children's Health and Safety

Standard 2.2. Safety. Each child is protected.

Element 2.2.1 Supervision. At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard

Element 2.2.2. Incident and emergency management. Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

Element 2.2.3 Child protection. Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

National Quality Standard, Quality Area 7: Governance and Leadership

Standard 7.1. Governance. Governance supports the operation of a quality service.

Element 7.1.2. Management Systems. Systems are in place to manage risk and enable the effective management and operation of a quality service.

Element 7.1.3 Roles and responsibilities. Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.



Appendix 2: Authorisation to Collect Child Form

To be used when a parent/guardian/authorised nominee can provide prior written authorisation.

I _____ authorise:

Name: _____

Address: _____

Telephone Number: _____

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

from Heritage on ___/___/____ (Date).

This person **is/is not** (please circle) 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.

To be used for a verbal/email authorisation. To be completed by the educator taking the verbal authorisation and to be signed by the parent/guardian/authorised nominee who gave the verbal authorisation when next at the service.

I _____ authorised by telephone/email (please circle)

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

collected from Heritage on ___/___/____ (Date) by:

Name: _____

Address: _____

Telephone number: _____

This person **is / is not** (please circle) to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Educator's signature (taking the verbal authorisation): _____

Date: _____

Parent/guardian or authorised nominee's signature: _____

Date: _____

This form will be attached to the child's enrolment form.