Section S – delivery & collection of children

**Rationale**

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 (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 order from having contact with the child. An exception is made in the event of a medical or other emergency.

**Aims**

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending both Rosa Mundi and Morning Star early childhood groups.

**Implementation**

The Approved Provider is responsible for:

1. ensuring parents/guardians have completed the enrolment form fully including authorization of alternative adults who may collect their child.
2. providing an attendance record that meets the requirements of Regulation 158(1) and is signed by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day.
3. 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.
4. 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.
5. 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.
6. 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 (refer to Attachment 1 – Authorisation procedures).
7. ensuring that there are procedures in place if an inappropriate person attempts to collect a child from the service.
8. keeping a written record of all visitors to the service, including time of arrival and departure.
9. ensuring procedures are in place for the care of a child who has not been collected from the service on time.
10. 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) according to the requirements of Regulations 123 and 360 (refer also to *Supervision of Children Policy*).
11. notifying DEECD in writing within 24 hours, and the parents as soon as is 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 (Regulations 12, 86, 176).
12. providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child’s commencement at the service.
The Nominated Supervisor and/or Certified Supervisors is responsible for:

13. 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 (refer to Attachment 2 – Authorisation Form) or in the case of a medical emergency or an excursion

14. 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 (refer to Excursions and Service Events Policy)

15. 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) according to the requirements of Regulations 123 and 360 (refer also to Supervision of Children Policy)

16. ensuring children are adequately supervised at all times following the procedures for late collection of children

Parents/guardians are responsible for:

1. completing and signing the authorised nominee section of their child’s enrolment form before their child attends the service

2. signing and dating permission forms for excursions

3. signing the attendance record as their child arrives at and departs from the service

4. ensuring educators are aware that their child has arrived at/been collected from the service

5. collecting their child on time at the end of each session/day

6. alerting educators if they are likely to be late collecting their child

7. providing written authorisation where children require medication to be administered by educators/staff, and signing and dating it for inclusion in the child’s medication record (refer to Definitions)

8. supervising their own child before signing them into the program and after they have signed them out of the program

9. supervising other children in their care, including siblings, while attending or assisting at the service

Volunteers and students, while at the service, are responsible for following this policy and its procedures.
ATTACHMENT 1

Authorisation procedures

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

The Nominated Supervisor will:

1. request that the parent/guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
2. accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
   a. all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
   b. two educators take the verbal authorisation message (recommended by DEECD)
   c. the verbal authorisation is documented and stored with the child’s enrolment record for follow-up
   d. photo identification is obtained to confirm the person’s identity on arrival at the service
   e. ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (Attachment 2) when next at the service, or by adding details of the new authorised nominee to the child’s enrolment form
3. ensure that fax or email authorisation is stored with the child’s enrolment record
4. ensure the attendance record is completed prior to child leaving the service
5. refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
6. contact police if the safety of the child or service staff is threatened
7. implement late collection procedures (refer to Attachment 4) if required
8. notify the Approved Provider in the event that written authorisation is not provided for further follow-up.
ATTACHMENT 2

Authorisation form

I _______________________________ authorised by telephone/email/fax (please circle)

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

from Mansfield Rudolf Steiner Kindergarten on [Date] by:

Name: ___________________________ Telephone number: __________________

Address: ________________________________________________________________

________________________________________________________________________

This was a one-off occasion and this person is not 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.

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