



**ASPENDALE NORTH KINDERGARTEN INC.**  
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## **DELIVERY AND COLLECTION OF CHILDREN POLICY**

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### **National Quality Standard – Quality Area 2**

#### **PURPOSE**

This policy aims outlines

- the guidelines to follow to ensure the safe delivery and collection of children attending Aspendale North Kindergarten; and
- the required procedures to follow if a session is cancelled for any reason at the service.

#### **POLICY STATEMENT**

##### **1. VALUES**

Aspendale North Kindergarten is committed to:

- ensuring the safe delivery and collection of children being educated and cared for at the service
- meeting its duty of care obligations under the law.

##### **2. SCOPE**

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Aspendale North Kindergarten.

##### **3. BACKGROUND AND LEGISLATION**

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 (refer to Incident, Injury, Trauma and Illness Policy and Emergency and Evacuation Policy) and for excursions (refer to Excursions and Service Events Policy).

Legislation and standards:

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Education and Care Services National Law Act 2010: Sections 167, 170
- Education and Care Services National Regulations 2011: Regulations 99, 168(2)(f)
- Family Law Act 1975 (Cth)
- National Quality Standard, Quality Area 2: Children's Health and Safety  
– Standard 2.3: Each child is protected

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#### 4. DEFINITIONS

**Attendance record:** Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation 158(1)).

**Authorised nominee:** (In relation to this policy) a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on 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, means:

- a) 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), by adoption or otherwise, or
- b) a relative of the child according to Aboriginal or Torres Strait Islander tradition, or
- c) a person with whom the child resides in a family-like relationship, or
- d) a person who is recognised in the child's community as having a familial role in respect of the child.

**Inappropriate person:** A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, 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 (Act 171(3)).

**Incident, Injury, Trauma and Illness Record:** Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence. Details required include the:

- name and age of the child
- circumstances leading to the incident, injury, trauma or illness (including any symptoms)
- time and date
- details of action taken by the service including any medication administered, first aid provided or medical personnel contacted
- details of any witnesses
- names of any person the service notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and time and date of this.

These details must be kept for the period of time specified in Regulation 183. A sample Incident, Injury, Trauma and Illness Record is available on the ACECQA website.

**Medication record:** Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication if required (Regulation 92). A sample medication record is available on the ACECQA website.

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an

Incident, Injury, Trauma and Illness Record (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DET) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

**Unauthorised person:** (in relation to this policy) is a person who is not a parent/guardian, family member, authorised nominee, emergency services or medical personnel, or a person who does not hold a current Working with Children Check card.

## 5. SOURCES AND RELATED POLICIES

Sources:

- Australian Children’s Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Department of Education and Training (DET).

Aspendale North Kindergarten related policies:

- Enrolment and Orientation
- Communications
- Acceptance and Refusal of Authorisation.
- Child Safe Environment
- Safe Entry to Kinder.
- **Excursions and Service Events Policy**

## PROCEDURES

The Approved Provider is responsible for:

- ensuring parents/guardians have completed the authorised nominee (refer to Definitions) section of their child’s enrolment form, and that the form is signed and dated (refer to Enrolment Policy)
- ensuring parents update the authorised nominee section of their child’s enrolment form as required throughout the year
- providing an attendance record (refer to Definitions) 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
- ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or in the case of a medical emergency or an excursion (Regulation 99) (refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy, Excursions and Service Events Policy)
- 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)
- ensuring authorisation procedures are in place for excursions and other service events (refer to Excursions and Service Events Policy)
- ensuring 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)
- ensuring that there are procedures in place if an inappropriate person (refer to Definitions) attempts to collect a child from the service (refer to Attachment 1 – Procedures to ensure the safe collection of children)
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring procedures are in place for the care of a child who has not been collected from the service on time (refer to Attachment 2 – Procedures for the late collection of children)
- 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) Delivery and Collection of Children Policy
- notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (refer to Definitions), including when a child has left the service unattended by an adult or with an unauthorised person (Regulations 12, 86, 176)

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- providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.
- ensuring parents/guardians are notified in the event of a cancelled session, in accordance with Attachment 3.

**The Nominated Supervisor, Certified Supervisors and educators are responsible for:**

- ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or in the case of a medical emergency or an excursion (refer to Acceptance and Refusal of Authorisations Policy, Dealing with medical conditions policy, Incident, Injury Trauma and Illness policy, Excursions and service events policy)
- 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)
- ensuring parents update the authorised nominee section of their child's enrolment form as required throughout the year
- 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)
- ensuring children are adequately supervised at all times (refer to Supervision of Children Policy)
- Following the procedures to ensure the safe collection of children (refer to Attachment 1 – Procedures to ensure the safe collection of children)
- following the procedures for late collection of children (refer to Attachment 2 – Procedures for the late collection of children).
- notifying parents/guardians in the event of a cancelled session, in accordance with Attachment 3.

**The Nominated Supervisor, Certified Supervisors and educators are responsible for:**

- 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 (Regulation 158(1))
- ensuring parents update the authorised nominee section of their child's enrolment form as required throughout the year
- 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 (refer also to Acceptance and Refusal of Authorisations Policy)
- following procedures in the event that an inappropriate person (refer to Definitions) attempts to collect a child from the service (refer to Attachment 1 – Procedures to ensure the safe collection of children)
- informing the Approved Provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person (refer to Definitions)
- following procedures for the late collection of children (refer to Attachment 2 – Procedures for the late collection of children)
- 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 program hours
- displaying an up-to-date list of the telephone numbers of the Approved Provider, DET, DHS Child Protection Service and the local police station.

Parents/guardians are responsible for:

- completing and signing the authorised nominee section of their child's enrolment form before their child attends the service and updating this record as required throughout the year
- signing and dating permission forms for excursions
- 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

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- collecting their child on time at the end of each session/day
- alerting educators if they are likely to be late collecting their child
- 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)
- supervising their own child before signing them into the program and after they have signed them out of the program
- supervising other children in their care, including siblings, while attending or assisting at the service
- paying the late-collection fee if applicable (see Attachment 2).
- Volunteers and students, while at the service, are responsible for following this policy and its procedures.

## **EVALUATION**

To assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and 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 its procedures.

## **ATTACHMENTS**

- Attachment 1: Procedures to ensure the safe collection of children
- Attachment 2: Procedures for the late collection of children
- Attachment 3: Cancelled Sessions

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Aspendale North Kindergarten Committee in June 2015 and reviewed in 2019.

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## ATTACHMENT 1

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 Definitions). Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed.

- Consult with the Nominated Supervisor or the Approved Provider, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the Nominated Supervisor or the Approved Provider fears for the safety of the child, themselves or other service staff at any time, contact the police immediately.
- Complete the Incident, Injury, Trauma and Illness Record and file with the child's enrolment form.
- Inform the Approved Provider as soon as is practicable, and at least within 24 hours of the incident.
- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring (refer to Definitions).

## ATTACHMENT 2

Procedures for the late collection of children

Where the parent/guardian or authorised nominee is late collecting their child and has not notified the service **the Nominated Supervisor, Certified Supervisors and educators are responsible for:**

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- implementing the following procedure if a child is not collection within 10 minutes after the session has finished:
  - Staff will remain at the Kindergarten with the child for 10 minutes after the session finishes.
  - After the first 10 minutes, staff will immediately proceed to contact the parents/guardian of the child by phone, or emergency contacts should parents be unavailable. If no contact has been made between Kindergarten staff and the parent after 10 minutes, the parents will be charged a one off late fee of \$10.00 and an additional fee of \$1.00 per minute until your child is collected. This fee will contribute to the cost of paying staff after hours.
  - Staff will wait with the child at the Kindergarten for an additional 30 minutes, during which time every attempt to contact the parent/guardian or emergency contact will continue to be made by phone.
  - If after this additional 30 minutes the parents/guardian or emergency contact person cannot be contacted by phone, then staff will telephone the police and inform them that the child had not been collected, and the parents/guardians could not be contacted.
  - Staff will contact the President or Vice-President to notifying that the Police have been contacted regarding late collection of a child.
  - Staff will notify DET as soon as is practicable in the event that the parents/guardians or authorised nominees are not contactable

### ATTACHMENT 3

#### Cancelled Sessions

The kindergarten must maintain educator-to-child ratios according to the requirements of Regulations 123 and 360 (refer also to Supervision of Children Policy). Where staff are not available (e.g. have called in sick), every effort must be made to find replacement staff. In the event that replacements cannot be found, the session must be cancelled.

#### 1. Procedure for replacing staff:

- Staff member: call Vice President as soon as possible to advise of absence.
- If contact cannot be made and confirmed after 10 minutes, contact the President.
- If contact cannot be made and confirmed with either the President and Vice President after a further 10 minutes, the session will need to be cancelled as below.

#### 2. Procedure for cancelling a session on the day of the session:

- Every effort will be made by the committee member responsible (usually the Vice President) to find a replacement teacher by contacting all suitably qualified teachers on a list held by that person.
- Should this be unsuccessful, the decision will be made to cancel the session/s for that day after consultation with the President. The regional office of DET must be notified of any action that is taken if a relief teacher cannot be employed for the funded session.
- Every effort will be made to contact as many parents/guardians as possible that are affected by the session being cancelled. Note: **For the purpose of this Policy, a Committee Member/s may be permitted to hold a list of parents / guardians and their contact details and they will hold the contact details in accordance with the Privacy and Confidentiality Policy.**
- The assistant and a committee member are required to attend the kindergarten for at least the first half hour of the scheduled cancelled session/s to advise the parents/guardians who could not be contacted by telephone and explain the reasons for the cancelled sessions.
- A note will be placed on the front door of the kindergarten advising parents/guardians of the cancelled session/s.

#### 3. Procedure for cancelling a session in advance

The committee may decide to cancel a session in advance.

#### Examples:

- A full day excursion may be planned for a 4YO group, and a session earlier/later in the week may be cancelled in compensation.
- Pack up day at the end of the year (last session for each group is cancelled in the last week of kinder).

When planning to cancel a session, consideration must be made to the following for funded 4YO kinder:

- 40 full weeks of kindergarten must be offered to 4YO groups
- 15 hours of kindergarten must be offered to 4YO groups each week
- Sufficient notice must be provided to parents/guardians of the cancelled session

#### Cancelling a session:

- Decision to cancel session is made by committee at a committee meeting (or executive committee if time sensitive decision)
- Update the calendar at the kindergarten.
- Provide a note at the sign in book for the week prior to the cancelled session.
- Provide a note on the door on the day of the cancelled session.
- Send a note home in pockets/via email with at least 1 week's notice of the cancelled session.