

Last reviewed: July 2019

Nillumbik Playhouse Policy

Delivery and collection of children

POLICY STATEMENT

Nillumbik Playhouses are responsible for the children while they are in their care – from the time that the children are signed in until they are signed out. Times of the day when children are delivered to and collected from Playhouse can be challenging for staff members, particularly when there are multiple children coming and/or going at the same time therefore relevant staff must carefully monitor the arrival and departure of children at these times.

SCOPE

This policy applies to the Primary Nominee, Approved Nominee, Accepted Nominees, educators, staff, students on placement, contractors, volunteers, parents/guardians, children and others attending the programs and activities of the Playhouse, including during offsite excursions and activities, and any other individual involved in this organisation.

LEGISLATION

Children's Services Regulations 2009 (v10)

Regulation 41(f); 29(1) (2)
Regulation 31 (c)(d)(e)(f)(g); 33 (a)(c)
Regulation 72 & 73; 100

Children's Services Act 1996 (Vic)

Section 26

Education and Care Services National Regulations

Regulation 99; 158-159; 176
Regulation 168(2)(f)

National Quality Standard

Standard 2.3; Element 2.3.1 & 2.3.2

Education and Care Services National Law Act 2010 (Vic)

Section 3(2)(a); 165; 167; 175; 189

Child Safe Standards

Standard 3 & 6

GOALS / What we are going to do

- Provide a safe and welcoming Playhouse environment for all children and families
- Respect the primary role of families, their values and expectations whilst ensuring the care and protection of children
- Respond to the specific needs of children in the care of Playhouse
- Ensure the Playhouse operates within the regulatory framework by maintaining accurate enrolment, attendance and authorisation records
- Ensure staff meet their duty of care obligations
- Enable Council to recoup all cost associated with the late collection of children from Playhouse.

RELATED DOCUMENTS

Relevant service policies such as:

Staffing	Child safe environment	Excursions
Incident, injury, trauma and illness	Dealing with medical conditions	Emergency and evacuation
Dealing with infections disease	Staffing arrangements	Enrolment and orientation
Interactions with children		

RESOURCES

Early Childhood Research Hub- Delivery and Collection of Children

www.ecrh.edu.au

Department of Education and Training- Delivery and Collection of Children & Acceptance and refusal of authorisations

www.education.vic.gov.au

AUTHORISATION

This policy was adopted on 7 August 2019.

REVIEW DATE

This policy will be reviewed in December 2020.

GENERAL PROCEDURES/ How it will be done

The Primary Nominee will:

- Ensure appropriate authorisations are provided by families required under legislation (CSR 2009 Regulation 71-76; National Regulations 99, 102 and 161).
- Ensure authorisation procedures are in place for excursions and other service events and a child is not taken outside the service premises on an excursion except with the written authorisation of a Parent/Guardian or Authorised Person.
- Ensure children's enrolment records are completed, signed and dated prior to attendance and remain up to date.
- Maintain an appropriate attendance record;
 - The attendance record is shown to each family upon enrolment to the service.
 - All families are aware of the requirement to sign their child in and out each day.
 - The attendance record readily accessible to families to sign.
 - The attendance record is checked each day to ensure that all children are signed in and out.
 - A written record of all visitors to the service is kept, including time of arrival and departure.
- Maintain educator-to-child ratios and ensure children are adequately supervised at all times children are in attendance at the service (including when children are collected late from the service) according to the requirements (r123 and 360).
- Ensure procedures are in place and followed for the care of a child who has not been collected from the service on time (See Late collection of children section below).
- Notify the Department of Education and Training 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 (Regulation 12, 86, 176).
- Provide parents/Guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.

- Ensure Parents/Guardians are able to enter the premises at any time when their child is in attendance and are afforded an opportunity to exchange information about their child with a staff member.

The Parent/Guardian will:

- Ensure all sections of their child's enrolment records, including the Authorised Person section, are completed, signed and dated prior to attendance.
- Immediately notify the service of any changes to details of Authorised Persons on Enrolment Form.
- Notify the service of any changes in the person collecting the child on a day to day basis and written authorisation.
- Should an unauthorised person be required to collect a child from the service and written permission cannot be given before collection, notify the service via telephone and written authorisation is provided as soon as practicable.
- Ensure permission forms for excursions are signed, dated and returned to the service prior to the event.
- Pay late collection fees in line with the service's Fees and Payment Policy.
- Actively supervise other children in their care, including siblings, while attending or assisting at the service.
- Follow all associated procedures contained within this policy.

DELIVERY OF CHILDREN PROCEDURE

Once the attendance record has been signed and time of delivery entered by the Parent/Guardian or the Parent/Guardian leaves the service, the supervision of children on the premises becomes the responsibility of the staff members.

The Parent/Guardian will:

- Supervise their own child before signing them into the program.
- Electronically sign the attendance record upon arrival at the service and record the time of arrival.
- Ensure educators are aware that their child has arrived.

The educators will:

- Welcome children and Parent/Guardian to the Playhouse and support the child's transition into the service as required.

COLLECTION OF CHILDREN PROCEDURE

A child can be collected from the service by persons who are authorised in the enrolment record. Once the attendance book has been signed and the time of collection noted, the children's supervision is the responsibility of the Parents/Guardians even if they are still on the premises.

The Primary Nominee will:

- Inform families that children cannot be released into the care of an unauthorised person if parental permission has not been received in writing or via telephone and/or if parental permission has been received but the unauthorised person cannot show photographic identification.
- Enact authorisation procedures as required (refer to Attachment 1 – Authorisation procedures).
- Take all reasonable steps to prevent the removal of a child from the service by an Unauthorised Person, except in the case of a medical emergency. In the event of Unauthorised collection incident, the appropriate procedures will be enacted (refer to Attachment 3 – Procedures to ensure the safe collection of children) and the Parent/Guardians or Authorised Persons will be contacted.
- In the event of a medical emergency, enact the agreed authorisation procedures.

The Parent/Guardian will:

- Collect their child on time.
- Alert educators if they are likely to be late collecting their child. A late collection fee will apply after 15 minutes.
- Sign out their child upon departure from the service and the time of departure recorded and ensure the staff are aware their child has been collected.
- Any person not authorised on the enrolment form will present photographic identification to the service before collecting the child.

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.

Where an educator member believes a Parent/Guardian or Authorised Person 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 Primary Nominee or the Approved Nominee, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative Authorised Person to collect the child. If the Primary Nominee or the Approved Nominee fears for the safety of the child, themselves or other service educators at any time, contact the police by calling 000 immediately.
- Complete the Incident, Injury, Trauma and Illness Record and file with the child's enrolment form.
- Inform the Coordinator Early Years as soon as is practicable, and at least within 24 hours of the incident.
- Inform the Department of Education and Training within 24 hours of a serious incident occurring.

A young person who is authorised to collect the child, such as a sibling, arrives to collect the child and does not seem sufficiently mature to safely care for the child:

- Consult with the Primary Nominee or the Approved Nominee, if possible.
- If practicable, the educator advises the young person collecting the child of their concerns and contacts the Parent/Guardian/Authorised Person to discuss that concern and request that the child is collected by another authorised person.
- Follow up with a discussion with the Parent/Guardian of the centre's concerns with regard to the young person being authorised to collect the child. If parents still wish to authorise that person, they will be required to send authorisation via text, email or fax. On attending the service next, the Parent/Guardian will be required to complete a form acknowledging the concerns that have been raised (Attachment 4, 'Acknowledgement and confirmation of authorisation of a young person to collect a child').

Record details of the incident and place on file with the child's enrolment form.

LATE COLLECTION OF A CHILD PROCEDURE

In the event a child is not collected from the service by the session finishing time, the educators ensure that the child remains safe until collected.

In the event a child is collected more than 15 minutes after the session finishing time, the Primary Nominee informs the Parent/Guardian that an additional hour of fees will be charged to recoup the associated educator costs.

In the event a child has not been collected within 15 minutes of the service's official closing time, the following protocols will apply:

PROTOCOL 1/ The service has been notified of the late collection by the Parent/Guardian or Authorised Person.

The Primary Nominee will:

- Maintain educator-to-child ratios at all times children are in attendance at the service.
- Contact Parents/Guardians or the Authorised Person if the child has not been collected by the agreed time.
- In the event the Parent/Guardian or Authorised Person does not arrive as agreed and cannot be contacted, Protocol 3 will be enacted.

PROTOCOL 2/ The service has not been notified of the late collection by the Parent/Guardian or Authorised Person.

The Primary Nominee will:

- Maintain educator-to-child ratios at all times children are in attendance at the service.
- Contact Parents/Guardians or the Authorised Person to request collection.
- Informing the Licensee of the situation.
- In the event the Parent/Guardian or Authorised Person cannot be contacted, Protocol 3 will be enacted.

PROTOCOL 3/ The child has not been collected and a Parent/Guardian/Authorised Person cannot be contacted.

The Primary Nominee will:

- Maintain educator-to-child ratios at all times children are in attendance at the service.
- Contact Child First or the local police if a child has not been collected within an hour of closing time.
- Notify the Department of Education and Training as soon as is practicable.
- Inform the Approved Provider of the situation.

EVALUATION

To ensure continuous improvement, the Primary Nominee will:

- Take feedback from everyone affected by the policy regarding its effectiveness, including children, families and staff.
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Notify Parents/Guardians when making any changes to this policy or its procedures.
- Make updates to the policy as part of the service's policy review cycle, or in response to current legislation, research, policy and best practice updates, or as otherwise required.

ATTACHMENT 1

Authorisation procedures

Where the situation arises that a person who is not listed on the child's enrolment form as an Authorised Person arrives to collect a child, the following procedures will be followed dependant on scenario:

In the event that the Service is advised in advance (either in the morning at drop off or throughout the day by telephone) by the Parent/Guardian or Authorised Person that another person will be collecting the child, the Primary Nominee or Approved Nominee will:

1. Request that the Parent/Guardian or Authorised Person email, text or fax the Authorisation Form (*Attachment 2*) including details of the name, address and telephone number of the person who will be collecting the child. If authorisation is being received by a text message, the telephone number must correspond to the Parent/Guardian or Authorised Person's telephone number as listed on the enrolment form.
2. Put other verification methods in place to ensure that the authorisation is given by a person listed on the child's enrolment form as the Parent/Guardian or Authorised Person. The following information and procedures apply:
 - all details of the person collecting the child, including the name, address, telephone and licence number of the person must be obtained
 - two nominees of the service take the verbal authorisation message
 - photo identification is obtained to confirm the person's identity on arrival at the service
 - ensure that Parents/Guardians or Authorised Persons 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 Person to the child's enrolment form
3. Ensure that a copy of the text, email is stored with the child's enrolment record
4. Ensure the attendance record is completed prior to child leaving the service.
5. Implement late collection procedures if required
6. In the event written authorisation is not provided, notify the Primary Nominee for further follow-up.

In the event of a person who is not listed on the child's enrolment form as an Authorised Person arrives to collect the child and the service has not been notified in advance by a Parent/Guardian or Authorised Person, the following procedures will be put into place:

1. The educators will assess the level of risk posed by the situation and use appropriate diversionary tactics to prevent the release of the child to that person.
2. The educators will request photographic identification from that person and/ or make mental notes in order to accurately describe the person to relevant authorities if required.

3. The Primary Nominee or Approved Nominee will contact the Parent/Guardian or Authorised Person. If contact is made and permission to allow the release of the child is provided, the procedure listed above will be actioned.
4. If Nominees are unable to make contact with any Authorised Person listed, or those able to be contacted will not provide authority to release the child, the staff will take all reasonable steps to keep the child safe within the service until authorisation can be given and the late collection of children procedures will be actioned.
5. In the event the risk level escalates, and the safety of the child and/or staff is threatened, the educators will notify Police by calling 000 and execute the most appropriate emergency management procedures.

Unauthorised Person Collection Form

To be completed by the Service nominee where authorisation has been given via text, email or fax.

Note: The Parent/Guardian or Authorised Person will be required to sign this when attending the service next.

I confirm that on _____ (date) I was provided authorisation by _____ (insert name) by telephone/text/email/fax (please circle) for child/ren (write name/s) _____ to be collected from Eltham/ Panton Hill Playhouse (please circle) on by:

Name	
Address	
Telephone number	
Licence number	

Signed: _____ Service Nominee 1

Date: _____

Signed: _____ Service Nominee 2

Date: _____

Signed: _____ (Parent/Guardian or Authorised Person)

Date: _____

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

Authorisation form

To be used where the Parent/Guardian or Authorised Person is able to provide **prior written authorisation**

I _____ provide authorisation for child/ren (write name/s) _____ to be collected from Eltham/ Panton Hill Playhouse (please circle) on _____ by:

Name	
Address	
Telephone number	
Licence number	

This was a one-off occasion and this person is not to be included on my child's enrolment form as an Authorised Person to collect my child on an ongoing basis.

Signed: _____ (Parent/Guardian or Authorised Person)

Date: _____

ATTACHMENT 3

Acknowledgement and Confirmation of Authorisation of a Young Person to Collect a Child

I (Parent/Guardian) of (Child's name)
have discussed and acknowledged the concerns raised by the Eltham/Panton Hill Playhouse
(please circle) in relation to the authorisation of (Person's name) to
collect the above named child from Eltham/ Panton Hill Playhouse (please circle).

Signature of Parent/Guardian: _____

Print name of Parent/Guardian: _____

Date: _____

Signature of Primary/Approved Nominee: _____

Print name of Primary/Approved Nominee: _____

Date: _____