

Title	Delivery and Collection of Children Policy
Policy Category	Childrens Programs
Policy Type	Mandatory
NQF Standard	NQS: Quality Area 2
Related Legislation	See legislation map

Background and Context

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending the Glen Education service.

The Glen Education service 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.

A duty of care exists at all times the child is attending a children's service (refer to *Duty of Care Policy*). 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. All court orders and legal documents of this nature must be provided to Glen Education upon enrolment. Educational teams can only adhere to court orders if Glen Education has been provided with a copy of them.

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*).

Glen Education has specified a minimum age limit for an authorised nominee.

Authorised nominees must be aged 18 years of age or older.

Scope

This policy applies to Glen Education Leaders, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of the Glen Education service.

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 aged 18 years of age or over, 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/permanent care 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.

Glen Education Leader: A person who is nominated by Glen Education Management to provide leadership and mentoring (operational and educational) across the organisation, that aligns with the National Early Years Framework and who actively promotes and ensures adherence to all Glen Education practices, policies and procedures

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. Glen Education have developed an Incident, Injury, Trauma and Illness Record that is reflective of all National Regulatory requirements, which is available at the service or by contacting info@geka.org.au

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.

Nominated Supervisor: A person who has been nominated by Glen Education under Part 3 of the Act and who has consented to that nomination in writing can be the Nominated Supervisor. All services must have a Nominated Supervisor(s) with responsibility for the service in accordance with the National Regulations (Section 5 and 161).

Serious incident: A serious incident is defined in Regulation 12 as:

- the death of a child while being educated and cared for by the service
- any incident involving an injury or trauma, or illness of a child that requires or ought have required:
 - attention of a registered medical practitioner including ambulance/paramedics, and/or
 - attendance to hospital

Examples include whooping cough, serious asthma attack, broken limb, anaphylaxis reaction.

- any incident requiring attendance by emergency services
- a circumstance where a child appears to be missing, is unaccounted for, has been removed from the service contrary to the Regulations, or has been locked out or in of the premises.

Glen Education must notify the Regulatory Authority (DET) in writing within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). The Notification of Serious Incident Form (available on the ACECQA website) is to be completed and submitted (via Glen Education Management) online using the National Quality Agenda IT System (NQAITS). 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 custodial parent/guardian, authorised nominee, emergency services or medical personnel.

Policy

Responsibilities

Glen Education 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 and Orientation Policy)
- 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 with the written authorisation of one of these (refer to Authorisation Form) 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 and Child Protection 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 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 (refer to authorisation procedures). At least two Glen Education educators will listen to and confirm this request.

- ensuring that parents/guardians or authorised nominees are contacted as soon as practicable in the event that an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed (refer to authorisation procedures)
- ensuring that there are procedures in place if an inappropriate person (refer to Definitions) attempts to collect a child from the service (refer to procedures to ensure the safe collection of children and Custodial Access)
- keeping a written record of all visitors to the service, including time of arrival and departure. In a pandemic, a phone number and recording of temperature may be requested
- ensuring procedures are in place for the care of a child who has not been collected from the service on time (refer to 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)
- 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)
- providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.

All educators are responsible for:

- 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 Authorisation Form) 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 and Child Protection 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 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 authorisation procedures
- following the procedures to ensure the safe collection of children (refer to procedures to ensure the safe collection of children)
- following the procedures for late collection of children (refer to procedures for the late collection of children).
- 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))
- refusing to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, whilst ensuring every effort is made to protect the safety of all children and service staff, or where there is not written authorisation of one of these (refer to Authorisation Form and also to Acceptance and Refusal of Authorisations Policy)
- 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

- following the authorisation procedures and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service
- following procedures in the event that an inappropriate person (refer to Definitions) attempts to collect a child from the service (refer to procedures to ensure the safe collection of children)
- informing Glen Education 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 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 Glen Education, DET, Orange Door, DHHS 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
- 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
- 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, being particularly vigilant around entry and exit areas
- supervising other children in their care, including siblings, while attending or assisting at the service
- paying a late-collection fee if required by the service’s *Fees Policy*.

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

Approvals and Revision

Date	Version	Author	Revision Description
Q3 2012	1.00	Glen Education Management	New Policy
Q2 2022	4.00	Glen Education Management	Policy updated due to rebranding May 2022