



Harrietville Bush Kinder

## Delivery and Collection of Children Policy

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### Mandatory – Quality Area 2

### Introduction

The Children's Services Regulations 2009 requires that the proprietor provides information about the arrangements for the delivery and collection of children at all times the service is open for the care and/or education of children. The Children's Services Act s27 requires the service to provide adequate supervision at all times.

The Family Assistance Office requires parent/guardians sign their children in and out on each day of their attendance to verify claims for childcare benefit.

### Our Commitment

Harrietville Bush Kinder is committed to:

- providing safe and orderly delivery and collection of children in our care;
- encouraging families to deliver and collect their children on time;
- recouping all additional costs incurred due to the late collection of a child, by the imposition of a late collection fee; and,
- complying with all legislative requirements.

### Purpose

The purpose of the Delivery and Collection of Children Policy is to:

- provide clear guidelines to all members of the Harrietville Bush Kinder in relation to their responsibilities in relation to the delivery and collection of children at the service;
- ensure that adequate supervision of all children at the Harrietville Bush Kinder is maintained at all times.

**Authorised Person** (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.

The National Law and National Regulations do not specify a minimum age limit for an authorised person. Harrietville Bush Kinder has determined that only people over the age of 16 can collect from Harrietville Bush Kinder.

**Collection:** When the parents/guardians or authorised person leave the premises with the child after signing the attendance book.

**Delivery:** When the parents/guardians or authorised person leave the child at the centre after signing the attendance book

## Procedures

### Kindergarten:

The collection time of children has been identified as a "peak time" where accidents or incidents are likely to occur. It is a time for changeover of educators and busy with parents coming in, often with siblings, and educator can be distracted.

The procedure for collection at the end of the session is as follows:

While the Kindergarten teacher dismisses children from the mat area when their parent/guardian arrives, the co-worker is to be positioned at the exit door. It is his / her responsibility to ensure that children leave in an orderly fashion accompanied by their parent or guardian.

Parents who wish to talk to educators are asked to wait until all the children have been collected.

## Responsibilities

The parents/guardians are responsible for:

- ensuring that they sign the attendance book (with the delivery time) in the child's room when delivering the child/ren to the service; including who will collect the child from Harrieville Bush Kinder, showing their full name and not just mum/ dad
- ensuring that on collection, children are signed out. At this point the child/ren are once again the responsibility of the parent/guardian;
- ensuring that they supervise any child in their care if they are on the premises prior to the commencement of a program and also if they remain on the premises after a program has concluded; and,
- ensuring that they supervise any child/ren who have accompanied them to Harrieville Bush Kinder but are not enrolled at Harrieville Bush Kinder.
- Ensuring that only authorised adults collect their child from Harrieville Bush Kinder. Forms to notify Harrieville Bush Kinder of your authorised adults are filled in on enrolment. This can be altered through the "collection of children authorisation" forms available from the office or on our web page.

The educators are responsible for ensuring that:

- they supervise the delivery and collection of children, particularly at "peak times", to ensure the safety of children;
- they are responsible for monitoring this daily delivery and collection of children, and ensuring that the record is accurate at all times. Educators must sign children in/out if it has not been done, but obtain parent/guardian signature verification at the earliest opportunity; and,
- they will only release a child to the parent/guardian or a person authorised to collect the child. If an educator is concerned that releasing a child to the person collecting the child could put the child at risk, they will seek an opinion from another educator, Service Coordinator and/or Committee of Management member before making a decision.
- 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.

### **Authorisation Procedures for collection of a child by an unauthorised person.**

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. Staff will:

- request that the parent/guardian or authorised nominee email 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
- accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email, provided the following procedure is followed:

- o all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
- o verify the identity of the caller. For example, if the staff member is not familiar with the person who has telephoned, they will request their telephone number and call them back. If this telephone number does not match with the child's enrolment form, a record of the number will be documented on the child's file.
- o two educators take the verbal authorisation message (recommended by DET)
- o the verbal authorisation is documented and stored with the child's enrolment record for follow-up
- o photo identification is obtained to confirm the person's identity on arrival at the service

ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form when next at the service.

- ensure that email authorisation is stored with the child's enrolment record
- ensure the attendance record is completed prior to child leaving the service
- refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
- contact police if the safety of the child or service staff is threatened
- notify Approved Provider in the event that written authorisation is not provided for follow up
- The Service Manager is responsible for ensuring that:
- Harrieville Bush Kinder will provide an attendance register for each group in which parents/guardians will sign in their child/ren on their delivery to the service and list the time of delivery. They will use the same register to sign the children out noting the time of collection.

## Reference:

ELAA: Early Childhood Management Manual V2.1  
 Education and Care Services National Law Act 2010  
 Education and Care Services National Regulations 2011

## Authorisation

This policy was reviewed and adopted by the Harrieville Bush Kinder Committee of Management 05/12/2018

## Review date

This policy shall be reviewed in 05/12/2020