


Policy

Early Years Policy – Delivery and Collection of Children

Date of Adoption	10 April 2013		
Adoption Method	<input type="checkbox"/> Council	<input type="checkbox"/> CEO	<input checked="" type="checkbox"/> Director Community
Director Signature	Signed by:  <small>A4566C08D5B4450...</small>		Date 20-11-2024
Responsible Officer and Unit	Samantha Waymouth, Coordinator Early Years Services		
Nominated Review Period	<input checked="" type="checkbox"/> Annually	<input type="checkbox"/> Every 4 years	<input type="checkbox"/> Other (<i>please specify</i>)
Last Endorsement Date	October 2020		
Next Endorsement Date	November 2025		

Macedon Ranges Shire Council acknowledges the Dja Dja Wurrung, Taungurung and Wurundjeri Woi Wurrung Peoples as the Traditional Owners and Custodians of this land and waterways. Council recognises their living cultures and ongoing connection to Country and pays respect to their Elders past, present and emerging. Council also acknowledges local Aboriginal and/or Torres Strait Islander residents of Macedon Ranges for their ongoing contribution to the diverse culture of our community.

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Purpose/Objective

This policy defines responsibilities to ensure the safe delivery and collection of children attending Council's Early Years Services by requiring:

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- children are taken on an excursion or on transportation provided or arranged by the service, only with written authorisation from the parent or authorised nominee
- children are otherwise only given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.

Scope

This policy and procedure apply to the staff, contractors, students on placement at kindergartens, volunteers, parents/guardians, children and others attending the programs and activities of Council's Early Years Services.

Background/Reasons for Policy

A duty of care exists at all times a child is attending an education and care service. In addition, the service has a duty of care to a child while they are on the service's premises, even if they have not yet been signed into the service or have been signed out of the service, and are legally under the care and supervision of their parent/guardian (refer to Early Years Policy - Supervision of Children).

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 Early Years Policy - Incident, Injury,

Trauma and Illness) and for excursions (refer to Early Years Policy - Excursions and Service events).

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to determine if a person under the age of 18 is able to be an authorised nominee and, if so, what constitutes the minimum acceptable age at that service. Council recommends a minimum age of 16 years is appropriate.

Gender Impact Assessment

In accordance with the Gender Equality Act 2020, a Gender Impact Assessment was not required in relation to the subject matter of this policy.

Definitions

Term	Definition
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)). The attendance record including all attendance details is now held digitally (compliant with Regulation 158(1)) at Kindergartens on the ZOHO Sign In/Sign Out (SISO) application in Enrol Now.
Authorised nominee	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.
Regulatory Authority	Department of Education, through its Quality Assessment and Regulation Division, is the regulator for early childhood services.

Family member	<p>In relation to a child, means:</p> <ul style="list-style-type: none"> 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	<p>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 them to be on the premises e.g. a person under the influence of drugs or alcohol (National Law – Section 171(3)).</p>
Incident, Injury, Trauma and Illness Record	<p>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:</p> <ul style="list-style-type: none"> ● 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

	<ul style="list-style-type: none"> ● 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 <p>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 Australian Children's Education & Care Quality Authority (ACECQA) website.</p>
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).
Serious incident	<p>A serious incident (Regulation 12) is defined as any of the following:</p> <ul style="list-style-type: none"> ● the death of a child while being educated and cared for at the service or following an incident at the service ● any incident involving serious injury or trauma while the child is being educated and cared for, which <ul style="list-style-type: none"> ○ a reasonable person would consider required urgent medical attention from a registered medical practitioner; or ○ the child attended or ought reasonably to have attended a hospital e.g. a broken limb* ● any incident involving serious illness of a child while that child is being educated and cared for by a service for which

the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis*.

**In some cases (for example rural and remote locations) a General Practitioner conducts consultation from the hospital site. Only treatment related to serious injury or illness or trauma is required to be notified, not other health matters.*

- any emergency^ for which emergency services attended

^This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at an education and care service. It does not mean an incident where emergency services attended as a precaution.

- a child appears to be missing or cannot be accounted for at the service
- a child appears to have been taken or removed from the service in a manner that contravenes the National Regulations
- a child was mistakenly locked in or out of the service premises or any part of the premises.

Examples of serious incidents include amputation (e.g. removal of fingers), anaphylactic reaction requiring hospitalisation, asthma requiring hospitalisation, broken bone/fractures, bronchiolitis, burns, diarrhoea requiring hospitalisation, epileptic seizures, head injuries, measles, meningococcal infection, sexual assault, witnessing violence or a frightening event.

If the approved provider is not aware that the incident was serious until sometime after the incident, they must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

Notifications of serious incidents should be made through the National Quality Agenda (NQA) IT system portal (www.acecqa.gov.au). If this is

	not practicable, the notification can be made initially in whatever way is best in the circumstances.
Unauthorised person	A person who is not a parent/guardian, family member, authorised nominee, emergency services or medical personnel, or a person who holds a current Working with Children Check card.

References

- > ACECQA: www.acecqa.gov.au
- > Department of Education (DE), Licensed Children's Services: phone 1300 307 415, email licensed.childrens.services@edumail.vic.gov.au

Related Policies

- > Early Years Policy - Child Safe Environment and Wellbeing
- > Early Years Policy - Acceptance and Refusal of Authorisation for a Child to Leave the Service
- > Early Years Policy – Dealing With Medical Conditions
- > Early Years Enrolment and Fees Policy
- > Early Years Policy – Orientation and Settling In
- > Early Years Policy - Excursions and Service Events
- > Early Years Policy - Incident, Injury, Trauma and Illness
- > Early Years Policy - Road Safety Education and Safe Transport
- > Early Years Policy - Supervision of Children
- > Privacy Policy (Council)

Related Legislation

- > *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*

Responsibilities

Mandatory – Quality Area 2

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the Education and Care Services National Law and National Regulations are met	R	✓	✓	✓	✓
Ensuring parents/guardians have completed the authorised nominee (refer to Definitions) section of their child's enrolment form, (refer to Early Years Enrolment and Fee Policy) Regulation 160, 161	R	✓		✓	
Providing an attendance record (refer to Definitions) that meets the requirements of Regulation 158(1) and ensures arrival and	R	✓			

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
departure times can be recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day					
Ensuring the child's time of arrival and departure from the service are recorded in the attendance record using Enrol Now Sign In Sign Out (SISO) application (Regulation 158(1))	R	✓	✓	✓	✓
Developing safety procedures for the mass arrival and departure of children from the service	R	✓	✓		
Ensuring educators and parents are aware that their child has arrived at/been collected from the service and having procedures in place to ensure this process			✓	✓	✓
Ensuring a child does not leave the service except with a parent/guardian or authorised nominee authorisation, on Enrol Now or with the written authorisation which has been recorded on Enrol Now by the educator (refer to Attachment 2) or in the case of a medical or other emergency (Regulation 99) (refer to Early Years policies; Acceptance and Refusal of	R	✓	✓		✓

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
Authorisation for a Child to Leave the Service, Dealing with Medical Conditions, Incident, Injury Trauma and Illness, and Child Safe Environment and Wellbeing)					
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 Early Years Policy - Acceptance and Refusal of Authorisation for a Child to Leave the Service)	R	✓	✓	✓	✓
Ensuring a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee (refer to Early Years Policy - Excursions and Service Events)	R	✓	✓	✓	✓
Ensuring authorisation procedures are in place for excursions, regular outings and other service events (refer to Early Years Policy - Excursions and Service Events), including the authorisation for transporting children (Regulation 102D)	R	R	✓		
Ensuring that there are procedures in place when a child is given into the care of another person, such as for	R	✓			

Responsibilities	Contractors, volunteers and students	Parents/guardians	Early childhood teacher, educators and all other staff	Nominated supervisor and persons in day-to-day charge	Approved provider and persons with management or control
a medical or other emergency (refer to Early Years Policy - Incident, Injury, Trauma and Illness)					
Updating the authorisation form in Enrol Now 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				✓	R
Ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person (refer to Definitions) arrives to collect a child from the service, and that appropriate procedures are followed (refer to Attachment 1)				✓	R
Following the authorisation procedures (refer to Attachment 1) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service				✓	R
Following procedures to ensure the safe collection of children (refer to Attachment 2)	✓	✓	✓	✓	R

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
Following procedures in the event that an inappropriate person (refer to Definitions) attempts to collect a child from the service (refer to Attachment 2)	R	✓	✓		✓
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		✓	✓		✓
Keeping a written record of all visitors to the service, including time of arrival and departure	R	✓	✓		
Ensuring procedures are in place for the care of a child who has not been collected from the service on time (refer to Attachment 3)	R	✓			
Following procedures for the late collection of children (refer to Attachment 3)	R	✓	✓	✓	✓
Collecting their child on time at the end of each session/day				✓	
Alerting the service if they are likely to be late collecting their child				✓	

Responsibilities	Contractors, volunteers and students	Parents/guardians	Early childhood teacher, educators and all other staff	Nominated supervisor and persons in day-to-day charge	Approved provider and persons with management or control
Paying a late-collection fee if required by the service's Fees 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 Early Years Policy - Supervision of Children)	✓		✓	✓	R
Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensuring that the response meets all regulatory requirements, including implementing the Early Years Policy - Incident, Injury, Trauma and Illness (Regulations 86 and 87)	✓		✓	✓	R
Ensuring children are adequately supervised at all times (refer to Early Years Policy - Supervision of Children)	✓		✓	✓	R
Supervising their own child before signing them into the program and after they have signed them out of the program		✓			

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
Supervising other children in their care, including siblings, while attending or assisting at the service				✓	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	✓	✓	✓	✓
Notifying the Department of Education 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)	R	✓			
Providing parents/guardians with information regarding procedures for delivery and collection of children, prior to their child's commencement at the service	R	✓			
Ensuring that early childhood teachers, educators, staff and parents/guardians comply with the Early Years Policy - Road Safety Education and Safe Transport	R	✓	✓	✓	✓
Displaying an up-to-date list of the telephone numbers of the approved provider, Department of Education, The Orange Door (Child	R	✓			

Responsibilities	Contractors, volunteers and students	Parents/guardians	Early childhood teacher, educators and all other staff	Nominated supervisor and persons in day-to-day charge	Approved provider and persons with management or control
FIRST), Department of Health and Human Services (DHHS) Child Protection Service and the local police station					

Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback regarding policy 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 all stakeholders, including parents/guardians affected by this policy, at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

Attachments

- Attachment 1: [Authorisation Procedures \(D23-74548\)](#)
- Attachment 2: [Procedure for the Safe Collection of Children \(D23-74552\)](#)
- Attachment 3: [Procedure for the Late Collection of Children \(D23-74554\)](#)