



Title	Delivery and Collection Policy & Procedure
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Owner	General Manager
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Source or Reference Material	<ul style="list-style-type: none">• Education and Care Services National Regulations 2011• Relevant ACS Policies

VERSION CONTROL

Version No.	Date	Comment	Author
1	06/2006	Developed to ensure clear guidelines in relation to the delivery and collection of children	Manager
2	11/2014	Reformatted and reviewed by ACS CoM for consistency	ACS CoM
3	1 May 2017	Minor changes to improve clarity Changed name from Department of Education and Early Childhood Development to Victorian Department of Education & Training	General Manager

Policy

Scope

The Policy and Procedure applies to all Alpine Children's Services (ACS) staff, Family Day Care Educators, parents/guardians, children, volunteers, students and contractors involved with the service.

Policy Statement

ACS has a duty of care to the children attending a service managed by ACS. A part of this duty of care is to ensure that access to a child attending the service is limited to persons authorised by the parent/guardian and this includes collection of the child from the service. This policy provides procedures for staff to ensure only authorised persons have access to the children, and that no child leaves the service with any one not authorised to take them and/or who are deemed by staff to be not fit to care for the child e.g. under the influence of drugs and/or alcohol.

Objectives/Principles

To ensure that:

1. No unauthorised person will have access to any child attending the service;
2. No child attending the service is released into the care of a person unauthorised to collect them; and
3. The person collecting them is fit to have the child released into their care.

Procedure

Delivery Process

The adult dropping off the child at the service must complete the sign-in sheet in the appropriate room. These details must include the child's name (his/her given name and surname), date, a contact phone number, expected time of collection and the name of the expected authorised person who will be collecting the child. If this person does not sign the child into the service, a staff member must do this.

The supervision of children on the premises becomes the responsibility of the service once the book has been signed and the time of delivery entered by the parent/guardian.

Collection Process

The adult collecting the child from the service must be authorised to do so as per the enrolment form. If the person collecting the child is going to be different to that indicated on the sign-in sheet (at the time of delivery), the parent/guardian must notify the service in advance to advise who will be picking up the child. In the case of someone different to that indicated on the sign-in sheet coming to collect the child, the service will not release the child to that person until they have received confirmation from the parent/guardian (verbal authority is acceptable).

The adult must complete the sign-in sheet in the appropriate room. These details must include a signature and time. Any necessary accident/incident/medication forms must also be completed. If this person does not sign the child out, a staff member must do this.

Who is authorised to collect the child from the children's services?

The parents/guardians automatically have the right to collect the child unless this right has been altered by a court order. If a parent/guardian authorises other persons to collect the child, the enrolment form must include the name, address and telephone number of these persons. ACS recommends that each family authorises a sufficient number of people to ensure there is always someone legally entitled to deliver or collect the child. The minimum age of the person authorised to collect the child is 18 years with the exception of the parent/guardian.

What to do if an unauthorised person attempts to collect the child?

It is a breach of the Education and Care Services National Regulations to give a child into the care of a person other than someone who is authorised to collect the child. While written authorisation is always preferred, a parent/guardian may, on occasion, provide a *verbal* authority to the children's service. In this instance the staff member will need to be confident that it is the parent/guardian who has provided the authorisation and proof of identity of the person picking up the child. The parent/guardian is expected to provide *written* authorisation for that person on the child's enrolment records when they next visit the service.

Example

A mother has to attend an unplanned after-hours meeting at work. The two other persons authorised to collect her child are also unavailable. She telephones that service to advise that she has asked her neighbour to collect the child and speaks to a staff member. The staff member advises the mother that the neighbour will be asked to verify her identity. Upon arrival at the service the neighbour is asked for her driver's licence or other identifying information and asked to sign the child out of the sign-in sheet.

If an unauthorised person attempts to collect the child without written or verbal request of the parent, the service must not give the child into the care of the unauthorised person. The exception to this is in the instance of the unauthorised person displaying aggressive, violent or similar behaviour. In this instance the staff member should attempt to call the police. The service may release a child to an unauthorised person if the staff member's safety is compromised. If the police have not been called, they must be called immediately after the unauthorised person has left the service. The child's parent/guardian must also be contacted immediately. As soon as practicable, the service should contact both the Team Leader and the General Manager to advise them of the incident. Either the Team Leader or General Manager will file an incident report to the Victorian Department of Education and Training no later than 24 hours of the incident.

Exercising judgement about safety of giving the child into that persons care

No matter who is collecting a child, the staff member needs to exercise their judgement about the safety of giving the child into that person's care. ACS has a duty of care not to endanger the child by knowingly placing them in a situation that could reasonably be expected to be dangerous.

For this reason, a child should not be given into the care of a person if the staff member has reasonable doubts that doing this would place the child in danger, even if the person in questions has lawful authority to collect the child. Situations when this may occur include a parent or other person who is authorised to collect the child seems to be ill, or affected by alcohol or drugs, and does not appear to be able to safely care for the child

In this instance, the staff member should attempt to convince the parent or authorised person to allow the service to contact another authorised person to collect the child. If the parent or authorised person refuses and/or becomes aggressive the staff member should allow the parent or authorised person to remove the child from the service. As soon as practicable, the service should contact the police and then the Victorian Child Protection Services to advise them of the incident. As soon as practicable, the service should contact both the Team Leader and the General Manager to advise them of the incident. Either the Team Leader or General Manager will file an incident report to the Victorian Department of Education and Training no later than 24 hours of the incident.

When a child is delivered early

If a staff member is present at a service, the staff member may choose to allow children and their parent/guardian into the service prior to the opening time.

However, the supervision of any child will be the responsibility of the parents/guardian until the child is signed into the care of the service **at/after** the service's opening time. The parents/guardians may only leave their child **at/after** the service's opening time.

When a child is not collected

A staff member will contact the parent/guardian after five minutes if a child is not collected after their booked session. If the parent/guardian is unable to be contacted, the staff member will contact the adults noted on the child's enrolment form who are authorised to collect that child.

If no vacancy exists (or the service is due to close), and if after 30 minutes, no-one can be contacted, a staff member will contact the local police. A police officer will be requested to come and collect the child a staff member is not requested but may elect to:

- Travel with the child in the police vehicle; and / or

- Stay at the police station with the child.

Responsibility for children who accompany their parent/guardian/educators, but are not enrolled in the program operating at the time

The supervision of children who accompany their parents/guardians or educators, but are not enrolled in the program operating at the service at that time, are the responsibility of the parents/guardians or educators while they are on the premises.

Before and after the program

- If parents/guardians or staff members and their children are on the premises of the service prior to a program commencing, the supervision of any child will be the responsibility of the parents/guardians or educators;
- While parents/guardians or staff members and their children are welcome to remain on the premises of the service after a program has concluded, the supervision of any child will again be the responsibility of the parents/guardians or staff member; and
- Staff will be involved in non-contact duties at the service both prior to the program commencing and after its conclusion.