




Health and Safety - Delivery and Collection of Children

Council Early Years Services

Procedure Number:	D20-95585	Directorate:	Community Services
Approval by:	Head of Integrated Services – Family and Children’s Services	Responsible Officer:	Coordinator Integrated Kindergartens
Approval Date:	August 2020	Version Number:	2
Review Date:	3 Years from Approval Date	Service Type:	  
ACECQA Quality Area:	Quality Area 2 Children’s Health and Safety	Standard	Standard 2.3

1. Purpose

To provide guidelines to educators, staff, parents and any other authorised person in relation to their responsibilities for the delivery and collection of children attending Council Early Years Services.

This includes guidelines on:

- Ensuring the safe and documented arrival and departure of children each day.
- Supporting children and families to settle into the service each day.
- Ensuring that if, due to an emergency, the child is not collected from the service by closing time, appropriate steps are taken.
- Custody and intervention orders.
- Meeting duty of care obligations under the law.

2. Scope

This procedure applies to the Approved Provider, Nominated Supervisor, educators, staff, students on placement, volunteers, families, children and others attending the program and activities of Council Early Years Services.

3. Responsibility

Responsibilities for the Procedure are:

Person	Responsible for
Approved Provider/Nominated Supervisor	<ul style="list-style-type: none"> • Ensuring that procedures exist for the safe and documented arrival and departure for all children each time they attend. • Ensuring that appropriate steps are completed to authorise persons other than parents to collect a child from a service. • Ensuring that educators are well supported when a person not authorised on enrolment records collects a child. • Ensuring that appropriate steps are completed when a child is not collected from the service by closing time.
Educators	<ul style="list-style-type: none"> • Ensuring that documentation for the arrival and departure for all children is completed and accurate each time a child attends the service. • Supporting children and families to settle into the service each day. • Ensuring that children are collected by authorised persons. • Confirming the identity of unknown authorised persons.

Families

- Providing up to date details and contact phone numbers for both themselves, and persons authorised to collect children and for emergency contacts.
 - Providing details of any parenting, custody and/or intervention orders.
 - Assisting their child to settle into the program each day in partnership with educators.
-

4. Procedure

4.1 Attendance Record

- The attendance record must be signed manually, or electronically through QikKids Kiosk, by the person who delivers and/or collects the child from the service. If a signature is not provided, any Council employed educators on duty may sign the record.
- Educators are to sign children in and out for excursions and regular outings (transferring from one service to another) accordingly.
- The attendance record/QikKids Kiosk is to be regularly checked and signed by the relevant educator to ensure that it is an accurate record.

4.2 Settling Children and Families In

A settling in process is facilitated to meet the needs of individual children and families.

This process involves:

- An effective orientation process.
- Operating an open door philosophy for families.
- Encouraging parents to stay a short time when dropping their child off.
- Encouraging parents to tell their children that they are leaving and that they will return. If the child is having difficulties with separation, educators and families should work in partnership to develop strategies which help support a sense of security and wellbeing in the child.
- Welcoming parents to phone during the day to check how their child is.
- The educator phoning relevant families to give an update on their child when necessary.
- Educators being prepared for children's arrival, such as:
 1. Setting the environment with familiar areas for children to enjoy when they are settling into the service. Changes in the environment are to be discussed with children and families to promote consistency and to help children feel secure in their setting.
 2. Greeting parents and respectfully inquiring about the child's needs for the day.
 3. Supporting children to follow the arrival routine, participate in an activity and assist with the separation process, encouraging both adults and children and to say goodbye.
 4. Considering, accessing and providing additional resources and information that may be of value to the child or parent.

Upon conclusion of the day, it is also important for educators to greet families and communicate with them about the child's day. Any important information should be passed on to families, including changes in the child's routine, accident reports or medication needs.

4.3 Collection of Children

- Educators are to be diligent in familiarising themselves with the nominated people who are authorised to collect each child.
- If Educators are not able to identify the adult presenting to collect the child they are to ask for photo identification or to seek confirmation from parents/guardians.
- Educators are not to rely solely on the child identifying the person who is collecting them.
- A child's enrolment record must identify who is customarily authorised to collect the child.
- A child is only to be given into the care of a person who is either:
 1. A parent/guardian (refer to definition) of the child.

2. An authorised nominee (minimum age 16 years) named in the child's enrolment record.
 3. A person (minimum age 16 years) authorised by a parent/guardian (refer to definition).
- A child may also leave the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record. This includes:
 1. Excursions.
 2. Regular outings (from one service to another).
 - A child may be given into the care of a person or taken outside the premises:
 1. If a child requires medical, hospital or ambulance care or treatment. (Educator to child ratios is to be a priority when considering if an educator should accompany a child in an ambulance. There is not a provision in the National Regulations that allows the educator to child ratio to be increased in emergency circumstances Reg 123.)
 2. Other possible emergencies
 - If educators are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they should not allow the child to depart from the service with that person, if safe to do so.
 - If an educator is unable to prevent a person from collecting a child, they are to notify, firstly the police, the custodial parent, and then ring the Family and Children's Services emergency phone. If possible educators should note a description of the child and adult, the direction of travel and car details.

4.3.1 Collection of Children by Unauthorised Persons

There may be occasions where a parent requests by phone that a person not listed as an authorised nominee will be arriving to collect a child. Where this occurs;

- Educators must document the details of the person, and time and date of the call made by the parent.
- When the person arrives to collect the child, an educator must confirm the identity of the person and take a copy of photo identification.
- The child remains at the service until the identity of the person has been verified.
- Educators to store documentation regarding the verbal nomination of a person to collect the child with the child's confidential Enrolment Details.
- The parent should complete a Daily Authorisation form when they next attend the service.

4.4 Custody Order

It is the responsibility of the parent to inform the service if a custody order is in place. Parents are required to provide a copy of the order prior to the child(ren) attending the service. When a child enrolled at a service comes under the care of child protection, written confirmation is to be sought via email from the organisation with legal authority, documenting clearly who is authorised to collect the child, until legal documents can be provided. A copy of all documents will be stored in a confidential manner at the service and saved within the child's confidential electronic file.

Upon receipt of a custody order, the nominated supervisor will:

1. Notify all relevant educators of the conditions of the custody order, its status (active/not active, varied, revoked) and the action to be taken in relation to the order.
2. Ensure staff sign the Staff Acknowledgment of Custody/Intervention Orders Form (see Appendix One) to verify their knowledge and understanding of the custody order.
3. File the order in a secure and confidential manner at the service and within the child's confidential electronic file.

If a non-custodial parent arrives and demands a child, the following steps are to be taken by educators:

1. Remain calm, use positive language.
2. Try to contact the custodial parent immediately.
3. Take the non-custodial parent to the office or an area away from the children (if possible) and inform the person that you are bound by legal requirements not to release the child.

3.1 If the non-custodial parent refuses to leave or creates a disturbance, the police are to be contacted.

It is recommended that educators exercise caution when assessing situations that have the potential for conflict. Every attempt is to be made to avoid putting themselves and others in danger.

If a parent or guardian is abusive towards staff, uses or threatens to use physical violence or refuses to leave the centre when directed to do so, educators should immediately call police on 000 and or/activate the service duress button.

It is important for all educators to remain impartial and professional, when dealing with conflict within families.

4.5 Intervention Order

It is the responsibility of the parent to inform the service if an Intervention Order (IO) involving a child enrolled is in place.

Upon receipt of an Intervention Order, the service will:

1. Notify all relevant educators of the conditions of the IO, its status (active/not active, varied, revoked) and the action to be taken in relation to the IO.
2. Ensure staff sign the Staff Acknowledgment of Custody/Intervention Orders Form (see Appendix One) to verify their knowledge and understanding of the intervention order.
3. File the IO in a secure and confidential manner at the service and within the child's confidential electronic file.

If the person (defendant) named in the intervention order attempts to breach the order, staff should make an attempt to persuade the defendant not to pursue the course of action intended if it is considered safe to do so. If a defendant continues to insist on conduct at the service that is inconsistent with the IO, the police are to be immediately contacted.

It is recommended that educators exercise caution when assessing situations that have the potential for conflict. Every attempt is to be made to avoid putting themselves and others in danger.

If a defendant is abusive towards staff, uses or threatens to use physical violence or refuses to leave the centre when directed to do so, the police are to be immediately contacted or the service duress button should be activated.

It is important for all educators to remain impartial and professional, when dealing with conflict within families.

5. Supervision

Responsible persons must/will maintain effective supervision at all times by:

- Ensuring appropriate placement of educators during arrival and departure times

6. Related References

6.1 Community & Council Plan 2017-2021

- We have confidence in decision-making.

6.2 Relevant Legislation

- Education and Care Services National Regulations
- Education and Care Services National Law Act, 2010
- The Early Years Learning Framework – Being, Becoming and Belonging, 2009
- The Victorian Early Years Learning and Development Framework

6.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.

6.4 Related Council Policies & Procedures

- Nil

6.5 Related Family and Children Services Policy & Procedures

- Excursion Procedure
- Late Pick up of Children Procedure
- Emergency and Evacuation Procedure
- Privacy and Confidentiality Procedure
- Supervision of Children Procedure

All Team Leaders, Educators and staff working for Knox City Council Early Years Services are required to read and understand all Knox City Council Early Years Policies and Procedures.

We strongly recommend all families enrolling in Knox City Council Early Years Services read the Knox City Council Early Years Services Policies and Procedures.

7. 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 of educator (Regulation 158 (1)). Records must be retained in hard copy or soft copy format.

Authorised Nominee (In relation to this procedure) a person who has been given written authority by the parents of a child to collect that child from the education and care service. These details will be on the enrolment form.

An authorised nominee **MUST** be a minimum of 16 years old.

For further glossary and definitions, please refer to D19-282640 (Family and Children’s Services Quality System Glossary and Definitions.)

8. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this procedure. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.

Refer to D19-275224 (Quality System Document Register) for further clarification regarding the review and amendment of this document.

Appendix One – Staff Acknowledgement of Custody/Intervention Orders Form

Please complete this form to verify staff acknowledgment of any custody/intervention orders pertaining to the delivery and collection of a child.

Child's Details

Service		Room	
Child's Name			

Order Details

Type	Custodial <input type="checkbox"/>	Intervention <input type="checkbox"/>
Term <small>(start and end date)</small>		Status <small>(Active, not active, varied, revoked)</small>
Date Received		Review Date <small>(consultation with family)</small>

Staff Acknowledgment (staff responsible for education and care of the child)

Nominated Supervisor <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	
Educator <small>(print name)</small>		Signature		Date	

Please file this document in a secure and confidential manner at the service and within the child's confidential electronic file.