



## **DELIVERY AND COLLECTION OF CHILDREN POLICY (ELC)**

### **1 PURPOSE**

Minaret College Early Learning Centres will comply with all legislative requirements while fulfilling its duty of care to ensure the safe delivery and collection of enrolled children at ELC.

### **2 SCOPE**

This policy applies to the Approved Provider, Persons with Management or Control, Nominated Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities at Minaret College Early Learning Centres.

### **3 PROCEDURES**

The Approved Provider is responsible for:

- ensuring parents/guardians have completed the authorised nominee 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 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 Collection Authorisation Form) or in the case of a medical or other emergency (Regulation 99) (refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Providing a Child Safe Environment 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 Policy)
- ensuring authorisation procedures are in place for excursions and other service events (refer to Excursions 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)

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- ensuring that parents/guardians or authorised nominees are contacted 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 attempts to collect a child from the service
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring procedures are in place for the care of a child who has not been collected from the service on time
- 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
- notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident, 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

The Nominated Supervisor and educators are responsible for:

- 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))
- 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 Collection Authorisation Form) or in the case of a medical or other emergency (refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment 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 ExcursionsPolicy)
- 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
- ensuring children are adequately supervised at all times
- following the authorisation procedures
- following the procedures to ensure the safe collection of children
- implementing the procedures for the care of a child who has not been collected from the service on time
- informing the Approved Provider as soon as is practicable, but within 24 hours, if a child has left the ELC service unattended by an adult or with an unauthorised person
- ensuring the entry/exit doors and gates are kept closed during program hours

#### Responsibilities of the Parent/Guardian

- 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
- supervising their own child before signing them into the program and after they have signed them out of the program
- 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.

#### **4 EVALUATION**

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

- regularly seek feedback from everyone affected by the policy regarding its 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

Approved Provider PR-00002074

Early Learning Centres: Officer (SE-00011878) and Springvale (SE-40013883)

#### **DOCUMENT CONTROL**

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