



Rural City of
Wangaratta

Wangaratta Children's Services Centre

Delivery and Collection of Children from Education and Care Services Premises Policy

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Department	Children's Services
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Responsible Officer	Family & Early Childhood Services Centre Coordinator
Authorising Officer	Director Community and Infrastructure
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National Quality Standard

2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Each child is protected.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

National Regulations

Regulation	Description
Regulation 84	Awareness of child protection law.
Regulation 86	Notification to parents of incidents, injury, trauma, and illness.
Regulation 87	Incident, injury, trauma and illness record.
Regulation 99	Children leaving the education and care service premises.
Regulation 100	Risk assessment must be conducted before excursion.
Regulation 101	Conduct of risk assessment for excursion.
Regulation 102	Authorisations for excursions
Regulation 102C	Conduct of risk assessment for transporting children by education and care service
Regulation 102d	Authorisation for service to transport children
Regulation 122	Educators must be working directly with children to be included in ratios
Regulation 123	Educator to child ratios- centre-based services
Regulation 157	Access for parents
Regulation 158	Children's attendance record to be kept by approved provider
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed

Regulation 171	Policies and procedures to be kept available
Regulation 173	Prescribed information to be displayed
Regulation 176	Time to notify certain information to Regulatory Authority
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Section 162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm or hazard
Section 170	Offence relating to unauthorized persons on education and care service premises

Statement and Purpose

The Rural City of Wangaratta Children’s Services aim to ensure the protection and safety of all children, staff members and families accessing the Service. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child’s enrolment form.

The education and Care Service National Regulations require Approved Providers to ensure their service have policies and procedures in place in relations to the delivery of children to, and collection from, the service premises. Approved providers and their service must ensure that appropriate and preventing the entry of unauthorised person.

Policy

Arrival At Service:

Our service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our service has implemented the following measures.

- Families will be reminded to sign their child/children into the service via the Xplor app. Should the family forget to sign their child/children in, an educator will sign the child in.
- Children are to be sighted by an educator before the parent/guardian or person responsible for the child leaves.
- Roll book is printed out and ticked off when child arrives – in case of an emergency to account for all children present at the service.

Any child that is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our service.

A Parent/Guardian or authorised nominee must advise staff if someone else is picking their child up.

A child's medical needs, or any other important or relevant information, should be passed on to one of the child's educators by the person delivering the child

If a child requires any administration of medication, the educator will check that the family has completed the Administration of Medication Record Form and store the medication appropriately away from children's reach.

A locker or shelf space will be made available to children and their families.

Departure From the Service:

- Children may only leave the service premises if the child leaves:
 - In accordance with authorisation of the child's parent/guardian or authorised nominee named in the enrolment record; or
 - on an excursion or on transportation provided or arranged by the service with the written authorisation of the child's parent/guardian or authorised nominee; or
 - into the care of a person or taken outside the premises; or
 - Because the child requires medical, hospital or ambulance care or treatment; or
 - Because of another emergency.
- Parent/guardian or authorised nominees unable to collect the child before the service closed may provide verbal authorisation for an alternate person who can be adequately identified to collect the child.
- Photo identification must be sighted before the child is released.
- All children must be signed out by their parent/guardian or authorised nominee when the child is collected from our service via the Xplor app. If the parent or other person forgets to sign the child out, they will be signed out by the nominated supervisor or educator.

- Parents/guardians or authorised person are requested to arrive to collect their child/children by 6:15pm.

No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises without the child, the Nominated Supervisor or educator will:

- attempt to prevent that person from entering the room and taking the child however, the safety of other children and educators must be considered; or
- Raise the duress alarm.

Educators will not be expected to physically prevent any person from leaving the service; In such cases, a parent/guardian will be contacted along with the local police and appropriate authorities. Where possible the educator will provide police with the make, colour and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the service.

In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQA IT System.

If the person collecting the child appears to be intoxicated or under the influence of drugs and educators feel that the person is unfit to take responsibility for the child, educators will:

- Discuss their concerns with the person, without the child being present if possible, and
- Suggest they contact another parent or authorised nominee to collect the child.

At the end of each day, educators will check indoor and outdoor premises including all rooms and storage rooms to ensure that no child remains on the premises after the service closes.

Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency and Evacuation Policy 2023.

Late Collection of Children:

If there are children still present at the service upon closing, it is best practice to ensure a minimum of two educators remain until child is collected.

If a child has not been collected by **6:15pm** the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted, The Responsible Person will call alternative contacts as listed on the enrolment form to organise collection of the child.

If there is no answer, the Responsible Person will try and contact parent every 5 minutes for 15 minutes at which time the police or child protection hotline be contacted and advised of further action.

If the child is taken to an alternative safe location, parent/guardian will be notified via voicemail, text or email and a sign will be displayed at the service notifying parent/guardian of the children's whereabouts.

Visitors:

- To ensure Children's Services meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Service must sign in when they arrive at the service and sign out when they leave.

Court Orders and Access:

Parenting orders are orders that the Family Court will make when parent's relationship break down and they cannot agree on the arrangement for their child. They change parenting responsibilities and stipulate which parent has what responsibilities. Parenting Orders may cover:

- A child's residence and who the child will live with;
- A child's contact arrangements: When a child may have contact with a non-custodial parent or anyone else who play an important part in their life;
- Child maintenance: Who proves financial support for a child; and
- Specific issues: any other aspect of parental responsibility.

Parenting Orders by Consent/Parenting Plans

Where parents agree on the arrangements for their child despite their relationship breaking down, they can apply to the Court for a "parenting order by consent" or they

can enter a written Parenting Plan which records the agreed arrangement. In the case of a particular person being denied access to a child, the service requires a written notice from a court of law.

Educators will attempt to prevent that person from entering the service and taking the child; however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent with custody will be contacted along with the local police.

The court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door passes to anyone other than those authorised to collect children.

The Approved Provider or Nominated Supervisor will:

- Ensure parents provide copies of any parenting order or plans during the child's enrolment and complete risk assessment- Intervention Order/ Parenting order form and provide a photo of person identified on the plan;
- Request/remind parents to provide copies of any new or revised orders or plan; and
- Ensure educators, staff and volunteers understand and comply with any parenting orders or parenting plans, know with whom the child lives, who they may have contact with, and any other specific legal rights and responsibilities set out in the documents. Service has a legal responsibility to ensure children only leave the service with the permission of the custodial parent; Contact the custodial parent and if necessary, the police if a person who is not authorised to collect the child wishes to take the child will not leave.

Roles and Responsibilities

The Nominated Supervisor/ Responsible Person will ensure:

- Adequate supervision is provided when children arrive and depart the service premises;
- Educators to child ratio are always adhered to (Under 3's – 1 educator to 4 children/Over 3's 1 educator to 11 children.)
- Accurate attendance records are kept (on Xplor attendance report);
- Children only leave the service in the care of a parent/guardian or an authorised person in accordance with written authorisation or this policy;.
- Accurate enrolment records are kept for each child enrolled in the service including the name, address and contact details of:
 - Any emergency contacts;

- Any authorised nominee (the pick-up list for each child is kept up to date);
- Any person authorised to consent to medical treatment or administration of medication;
- Any person authorised to give permission to the educator to take the child off the premises;
- Details of any court order, parenting orders or parenting plan;
- Authorisation for the service to take the child on regular outings;
- Authorisation for the service to take the child on regular transportation;
- Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.

Should any serious incident occur, an incident, injury, trauma or illness record must be completed in accordance with the Incident, Injury, Trauma or Illness Policy 2023 and any legislative requirements

In the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQA IT System.

All new educators and staff are provided with an induction to the service including an understanding of this policy.

All educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child, including procedures of what to do when an unauthorised person attempts to collect a child.

Breaches

Any breaches of this policy will be considered in the first instance by the Family and Early Childhood Services Coordinator in the first instance in accordance with the Centre's Code of Conduct.

The Manager Community Services and Council's People and Culture Department may provide professional advice at the Coordinator's discretion to ensure breaches of this policy are adequately remedied.

References and related policies

Legislation and guidance

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Australian Children's Education & Care Quality Authority 2014.

Australian Children's Education & Care Quality Authority ACECQA 2021. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.

Australian Government. Department of Education *Belonging, Being and Becoming. The Early Years Framework for Australia*. (2009)

Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC)*

Early Childhood Australia Code of Ethics 2016.

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2018). (Amended 2020).

National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early*

childhood education and care services. (5th Ed.).

Related Policies

Children's Services Code of Conduct 2023

Emergency and Evacuation Policy 2023

Incident, Injury, Trauma and Illness Policy 202

Definitions

Term	Definition	Source
Approved Provider	A Service that has been approved by ACECQA to provide children's services	
Authorised nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator	National Law (Section 170)
Enrolment record	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. The record must	National Regulations (Regulations 102, 102D, 160–162) Guide to the NQF (Management of records – Children's enrolment record)

	<p>include:</p> <ul style="list-style-type: none"> • Full name, date of birth and address of the child. • The name, address and contact details of • each known parent of the child • any emergency contact • any authorised nominee <ul style="list-style-type: none"> • any person authorised to consent to medical treatment or administration of medication • any person authorised to give permission to the educator to take the child off the premises <ul style="list-style-type: none"> • any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child. • Details of any court orders, parenting orders or parenting plan. • Gender of the child. • Language used in the child's home. • Cultural background of the child and their parents. • Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs. • Authorisations for: <ul style="list-style-type: none"> • the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child • the service to take the child on regular outings • regular transportation of the child. <ul style="list-style-type: none"> • Name, address and telephone number of the child's registered medical practitioner or medical service. • Medicare number (if available). • Details of any specific healthcare needs of the child, including any medical conditions, allergies, or 	
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	<p>diagnosis that the child is at risk of anaphylaxis.</p> <ul style="list-style-type: none"> • Any medical management plan, anaphylaxis medical management plan or risk minimisation plan. • Dietary restrictions. • Immunisation status. • If the approved provider or a staff member has sighted a child health record, a notation to that effect. 	
Authorised person	<p>Means: (a) a person who holds a current WWCC [working with children check, or equivalent]; or (b) a family member of a child who is being educated and cared for by the service or the FDC educator; or (c) an authorised nominee of a family member of a child who is being educated and cared for by the service or the FDC educator; or (d) in the case of an emergency, medical personnel or emergency service personnel; or (e) a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].</p>	National Law (Section 170)

Version History		
Version Number	Date of change	Reasons for change
1.0	September 2023	Re-formatting and re-structure of Council's Children's Services policy framework.

