

Policy 6.08 Delivery and Collection of Children

Policy Statement:

The Education and Care Services National Regulations 2010 require the approved provider of an education and care service to ensure that a child who is being educated and cared for by the service does not leave the education and care service premises except in accordance with the requirements under Regulation 99. Also relevant to this policy are Regulations 158, 160 and 176. This applies to all persons accessing the Ballan Community Childcare Centre (BCCC)

Definition

A parent is either the biological mother or father of the child, or the lawful guardian of the child.

An authorised nominee is a person, or persons – other than the parent – who is named in the child's enrolment form and is authorised to (i) collect a child from the premises, and (ii) authorise another person to collect the child from the premises.

An authorised person is a person who has been authorised by the child's parent or authorised nominee to collect the child from the centre on a specific day. Authorised persons must be 16 years of age, or older. To be authorised to collect the child, the authorised person's full name must be listed on the child's sign-in sheet for that day.

Procedures

Sign-in/Sign-out

- All children must be signed-in upon arrival at the centre by either the nominated supervisor, an educator, or by the person accompanying the child. Signing-in includes recording the child's full name, the date and time of arrival, and the signature of either the person dropping off the child, the nominated supervisor or an educator. If neither the parent or authorised nominee will be collecting the child that day, the full name of the person who is to collect the child (the authorised person) must be provided in addition to the signature of the parent or authorised nominee (mandatory where an authorised person is to collect the child).
- All children must be signed-out upon departure from the centre by either the nominated supervisor, an educator, or by the person who collects the child. Signing-out includes recording the child's full name, the date, and time of departure, as well as the full name of the person collecting the child. It must also include the signature of either the person collecting the child, the nominated supervisor or an educator.
- If a person, other than a parent or authorised nominee, is required to collect a child from care, they must be 16 years of age or older and have written authorisation from the child's parent or authorised nominee (according to the procedure below).
- Written authorisation from the parent or authorised nominee for a person to collect the child from the premises should be made on the child's sign-in sheet for that morning (where the full name of the person who is to collect the child is recorded). The parent or authorised nominee must authorise by signing.

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- The person collecting the child from the premises, whether parent or authorised nominee or authorised person, must bring a form of photographic identification with them when presenting at the premises to collect a child from care.
- By recording the name of the authorised person on the sign-in sheet, authorisation is given for that person to collect the child from the premises on that one day only. The authorisation does not carry over into subsequent days.

Non-written authorisation:

If, on a particular day, the parent or authorised nominee are not in a position to collect the child from the premises and have not provided written authorisation for a person to collect the child on the daily sign-in sheet, the parent / authorised nominee may inform the service of their intention to authorise a person by **telephone** as per the following procedure:

- The educator who takes the call will notify the telephone respondent that the service will make a phone call from the service to the child's parents' (or authorised nominee's) authorised phone number.
- Upon making the call, the educator will ask for at least 3 child-specific identifiers: eg. child's full name and date of birth, address of parent, address of authorised nominee, full names of parents and authorised nominees, period of time the child has been enrolled at the service etc.
- If the educator is still not satisfied as to the identity of the telephone respondent, then a 2nd educator will be called (ideally the responsible person or nominated supervisor of the service) and the two staff members will seek to authenticate the respondent's identity by conversing with the respondent.
- If the respondent's identity is verified, the following will happen immediately: the educator who authenticated the respondent's identity will notate the child's sign-in/sign-out book for that day with: (i) "authorised person is collecting child"; (ii) full name of authorised person; (ii) educator's initials.
- If the respondent's identity is verified, the following will happen when the authorised person arrives at the Centre to collect the child: (i) the authorised person's photo ID will be photocopied; (ii) the child's name and date which the authorisation applies to will be recorded on the photocopy; (iii) the educator will write : "identity of authorised person verified"; (iv) the educator will sign the photocopy; (v) the photocopy sheet will be attached to the child's enrolment form. Once that has happened, the person specified by the respondent will become authorised to collect the child for that day only.
- The next day on which the child attends the service, the parent or authorised nominee will be required to initial the sign-in sheet for the previous day.
- The child will not be released into the care of any non-authorised person. If the respondent's identity is not verified, the child will be kept at the service until the opportunity arises to release the child under authorised circumstances.

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BCCC responsibilities

BCCC nominated supervisor has the responsibility to ensure that:

- The full sign-in/sign-out procedure is explained to all families at time of the child's enrolment. The sign-in/out book is shown to each parent upon enrolment and when their child changes rooms.
- The sign-in/sign-out book is checked by the nominated supervisor or responsible person each day to ensure that all children are signed in and out according to the centre's policy.
- Written authorisation is received before a child is permitted to leave the centre with a person other than the child's parent or authorised nominee.
- Telephone authorisation of a person to collect a child is undertaken according to the procedure detailed above.
- Authorised persons are asked for, and produce, photographic ID when presenting at the centre to collect a child. Photo ID will be photocopied and the sheet signed and dated by the relevant educator noting that the identity of the authorised person has been confirmed.
- If a parent or authorised nominee arrives at the premises to collect a child – and they are not recognised by the educator – then the parent or authorised nominee may be asked to produce photographic ID.
- Parents are made aware that their child cannot be released into the care of a person where written authorisation (or acceptable non-written authorisation) has not been received from the child's parent or authorised nominee. Similarly, their child cannot be released if authorisation has been received from the child's parent or authorised nominee but the person who presents to collect the child cannot produce photographic identification.
- No child leaves the centre under circumstances which are unauthorised.
- The centre will obtain written authorisation from the parent or person named on the child's enrolment form before taking a child on an excursion.
- The centre will not release a child into the care of a parent who is prohibited by a court order from having contact with the child. Neither will the centre recognise a written authorisation received from that parent.
- The child will be given into a person's care or taken outside the centre's premises if the child requires urgent medical treatment, or there is another emergency. In this situation, a BCCC staff member will accompany the child. Note: this may be done without obtaining authorisation from the parent or the authorised nominee.
- If a child at the service is missing or cannot be accounted for, or appears to have been taken or removed from the service premises in a way that breaches the National Regulations, the Regulatory Authority will be notified within 24 hours of the incident.

Family responsibilities

Families have a responsibility to ensure that:

- The child is signed-in upon arrival at the centre and the date/time of arrival is recorded. The full name of the person who is to collect the child later that day, if not the parent or authorised nominee, is also recorded.

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- The child is signed-out upon departure from the centre and the date/time of departure, and name of person collecting the child, is recorded.
- Sufficient proof of identity is provided to staff should a parent or authorised nominee seek to provide non-written authorisation to the service for an authorised person to collect a child from care.
- The authorised person brings photographic ID to the centre, and presents it to the nominated supervisor or educator before collecting the child.
- When collecting their child from the Centre, the parent or authorised nominee will bring photo ID with them in case an educator requests to verify their identity.

Key Performance Indicators:

Sign-in/sign-out audit data

References

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011 – Quality Area 2

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

Guide to the Education and Care Services National Law and the Education and Care Services

National Regulations 2011

Links to frameworks/accreditation

Education and Care Services National Regulations (2011) 99, 158, 168(2)(f), 176

Interaction with other BDH&C policies

Acceptance and Refusal of Authorisations policy 6.03

Excursions policy 6.04