

Delivery and Collection of Children Procedure

Purpose

ECMS is committed to ensuring the safe delivery and collection of children being educated and cared for at their services, and in meeting its duty of care obligations. This procedure will provide clear guidelines to ensure that children who are yet to be signed out of the service at the end of the session/end of the day are cared for until a parent/guardian or authorised nominee collects the child.

An exception to this procedure is made in the event of a medical or other emergency, or if the service has enacted its Emergency Management Plan (EMP). ECMS does not participate in the transport of children, other than as part of an organised excursion or regular outing. In these circumstances, staff are to follow the ECMS Excursion/Regular Outing Policy and Procedure.

Procedure

When a child remains at the service at the end of the session/end of the day

Parents/Authorised Nominee able to be contacted

- Educators to contact parents/guardians as soon as possible to remind them that the session is finished and that their child remains at the service
- If unable to contact the parents, educators will contact all authorised nominees on the enrolment form to inform them that the child remains at the service
- Staff are to document attempts made to various contacts and the times of these calls
- Parents/authorised nominees will be requested to return to the service as soon as possible to collect the child
- Staff are to remain with the child and engage them in age-appropriate activities whilst reassuring them that their parent/guardian/authorised nominee will be collecting them as soon as possible
- If parents request an alternative person is authorised to collect the child (and this is not listed on the current enrolment form) then they are required to provide staff

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with verbal consent of the authorisation via phone. Two staff are required to hear the following authorisations over the phone:

- Name of authorised person to collect
- Address of authorised person to collect
- Phone number of the person to collect
- Staff will document the details onto the enrolment form, stating that this was a telephone authority and that this has been received by the two staff (with their signatures and date of telephone authority)
- Parents to sign this new authority when next in attendance at the service
- Two staff will check the person's photo identification against the details provided over the phone, and if correct the child can be collected by this newly appointed authorised nominee.
- On collection of the child, staff will remind parents of the Delivery and Collection of Children Policy and that they may be charged for the late collection of the child on the discretion of the Centre Coordinator/Centre Director or Nominated Supervisor. This fee is \$15 for the first five minutes and then \$10 every 10 minutes thereafter
- If it is determined that the family will be charged a late collection fee the Centre Coordinator/Centre Director or Nominated Supervisor will complete the Late Collection of Children Fee template (located under templates in Inside Play) and have this signed by the parents/guardian
- The late collection fee is to be sent via email to the finance department at fees@ecms.org.au for follow up
- Staff are to negotiate with their Centre Coordinator/Centre Director or Nominated Supervisor to discuss the opportunity of receiving time in lieu for compensation for their attendance.

If parents or authorised nominee are unable to be contacted

When staff have attempted to contact parents/guardians and authorised nominees on multiple occasions via all alternative contact details available and no response has been received the following procedures will be followed:

- Contact the Centre Coordinator/Centre Director or Nominated Supervisor and inform them of the child who has yet to be collected if they are not already aware of the situation
- Contact the Area Manager to advise that a child remains uncollected at the service and that the parents and authorised nominees have not responded to multiple requests
- If the child remains at the service for a period of greater than one hour (and the service is due to close) and no contact has been received from the parents or authorised nominees despite multiple attempts, staff are to contact the Victoria Police via triple zero (000) and inform them that a child remains uncollected at the service
- Provide Victoria Police with details of the child as requested including any known Child Protection involvement
- Staff are to proceed with the directions of Victoria Police, however, are reminded that under no circumstances are they to transport children via their own vehicle

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- Staff are to contact both their Centre Coordinator/Centre Director or Nominated Supervisor as well as their Area Manager to inform them that the Police have been contacted
- The Area Manager is to inform the Director, Early Childhood Education
- Staff are to remain with the child and engage them in age-appropriate activities and offer reassurance that they will continue to attempt to contact the parents
- Staff are to remain with the child until the child is collected from the service from Victoria Police or relevant government department
- Staff are to negotiate with their Centre Coordinator/Centre Director or Nominated Supervisor to discuss the opportunity of receiving time in lieu for compensation for their attendance.

If an unauthorised person attempts to collect the child

In the event that a person arrives to collect a child who is not nominated on the Enrolment form to collect a child, the following procedures will be followed:

- The staff will contact the parents or other authorised nominees to clarify if they were expecting that this person was to collect the child on this occasion
- If possible, parents or previously authorised nominees are requested to come and collect the child
- If parents request that the person in attendance is authorised to collect the child (and this is not listed on the current enrolment form) then they are required to provide staff with verbal consent of the authorisation via phone. Two staff are required to hear the following authorisations over the phone:
 - Name of authorised person to collect
 - Address of authorised person to collect
 - Phone number of the person to collect
 - Staff will document the details onto the enrolment form, stating that this was a telephone authority and that this has been received by the two staff (with their signatures and date of telephone authority)
 - Parents to sign this new authority when next in attendance at the service
- Two staff will check the person's photo identification against the details provided over the phone, and if correct the child can be collected by this newly appointed authorised nominee.

If a parent or authorised nominee attempts to collect the child and is suspected to be under the influence of alcohol or drug-affected

If a parent or authorised nominee attends the service for collection of a child and staff suspect that they are affected by alcohol or are drug-affected, staff are to:

- Politely and respectfully enquire if the adult in attendance is feeling well enough to care for the child and if they need assistance
- Inform Centre Director/Centre Coordinator or Nominated Supervisor of concerns about adult in attendance and their concerns about being affected by alcohol or drugs
- Encourage adult in attendance to contact another parent or authorised nominee to collect the child, whilst offering them an opportunity to rest if required. With

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consent, staff can contact other authorised nominee to collect the child on their behalf

- If at any time, the adult in attendance becomes aggressive staff are to:
 - Seek immediate support and assistance from their Centre Director/Centre Coordinator or Nominated Supervisor
 - Ensure that they are not alone with the adult suspected under the influence of alcohol or drugs
 - Maintain the safety and supervision of the children within the service, and if required move children to an alternative space (e.g. outdoors)
 - Contact Victoria Police on triple zero (000) if any member of staff or children are threatened, and follow their directions as required
 - If staff believe that the situation will escalate to further aggression if the child is not allowed to leave the service, allow the child to leave the service with the adult. Immediately contact Victoria Police on 000 stating that an adult suspected of being influenced by alcohol or drugs has been aggressive towards staff or other children and has collected and removed the child from the service. Provide Victoria Police with details of the child (including any known Child Protection involvement), the adult and vehicle (make, registration and direction travelling, if known).
 - Staff to inform their Area Manager of the situation and complete an Incident, Injury, Trauma and Illness record.

Child removed from service in response to an emergency event

In the unlikely event of an emergency within the service, the staff will enact the Emergency Management Plan (EMP) and will follow the procedures detailed within and will contact families as soon as possible to coordinate the collection of each child.

In the event of a child being removed from the service as a response to a medical emergency (Serious Incident) which requires immediate transfer to a hospital/medical facility, staff are to:

- Follow the procedure for the child's medical management plan and relevant ECMS medical policies (if applicable)
- Contact triple zero (000) immediately and follow instructions from emergency personnel
- Assist emergency personnel on arrival and provided details of incident/issue
- Nominate a staff member (typically Nominated Supervisor) to stay with the child on transfer to hospital/medical facility
- Nominate supervisor to contact the family and provide details of the transfer and wait with the child until a family member is present
- Nominated supervisor to provide the family with regular updates on the condition of the child until they are able to be present
- Staff are complete an Incident, Injury, Trauma and Illness form as soon as possible and contact the relevant Area Manager
- Staff are also required to contact the compliance desk on 0475 999 116 **within 2 hours of the event**. The compliance desk will notify the regulatory authority on behalf of ECMS.

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Related Policy and Procedure

Child Safety Culture Policy
 Child Safe Policy and Procedure
 Code of Conduct
 Delivery and Collection of Children Policy and Procedure
 Diversity and Equity Policy and Procedure
 Education Program Development Policy and Procedure
 Excursion/Regular Outing Policy and Procedure
 Parent Access and Involvement Policy and Procedure
 Road Safety Education and Safe Transport Policy and Procedure
 Supervision of Children Procedure
 Volunteers and Students (participation of) Policy and Procedure
 Water Safety Policy and Procedure

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