



PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending North Brighton Kindergarten by ensuring:

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- Children are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
- Children are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.



POLICY STATEMENT

VALUES

North Brighton Kindergarten is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all (Service Name) policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the service
- ensuring that service leaders, ECT's, educators and staff are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises
- meeting its duty of care obligations under the law

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of North Brighton Kindergarten], including during off site excursions and activities.

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RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents / guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	✓	✓	✓	✓
Ensuring parents/guardians have completed the authorised nominee (<i>refer to Definitions</i>) section of their child's enrolment form, and that the form is signed and dated (<i>refer to Enrolment and Orientation Policy</i>) <i>Regulation 160, 161</i>	R	✓	✓	✓	
Providing an attendance record (<i>refer to Definitions</i>) that meets the requirements of <i>Regulation 158(1)</i> and ensure the arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day	R	✓			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/guardian, authorised nominee, nominated supervisor or an educator, detailing the child's time of arrival and departure from the service (<i>Regulation 158(1)</i>)	R	✓	✓	✓	✓
Developing safety procedures for the mass arrival and departure of children from the service	R	✓	✓		
Ensuring educators and parents are aware that their child has arrived at/been collected from the service and to have procedures in place to ensure this process			✓	✓	✓
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 (<i>refer to Attachment 2</i>) or in the case of a medical or other emergency (<i>Regulation 99</i>) (<i>refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy</i>)	R	✓	✓		✓
Refusing to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is no written authorisation of one of these (<i>refer to Attachment 2</i>) (<i>refer also to Acceptance and Refusal of Authorisations Policy</i>)	R	✓	✓	✓	✓

Ensuring a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee (<i>refer to Excursions and Service Events Policy</i>)	R	✓	✓	✓	✓
Ensuring authorisation procedures are in place for excursions, regular outings and other service events (<i>refer to Excursions and Service Events Policy</i>), including the authorisation for transporting children (<i>Regulation 102D</i>)	R	R	✓		
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 (<i>refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i>)	R	✓			
Implementing the authorisation procedures outlined in <i>Attachment 1</i> in the event that 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	R	✓			
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 (<i>refer to Attachment 1</i>)	R	✓			
Following the authorisation procedures (<i>refer to Attachment 1</i>) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service	R	✓			
Following the procedures to ensure the safe collection of children (<i>refer to Attachment 3</i>)	R	✓	✓	✓	✓
Following procedures in the event that an inappropriate person (<i>refer to Definitions</i>) attempts to collect a child from the service (<i>refer to Attachment 3</i>)	R	✓	✓		✓
Informing the approved provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person (<i>refer to Definitions</i>)		✓	✓		✓
Keeping a written record of all visitors to the service, including time of arrival and departure	R	✓	✓		
Ensuring procedures are in place for the care of a child who has not been collected from the service on time (<i>refer to Attachment 4</i>)	R	✓			
Following procedures for the late collection of children (<i>refer to Attachment 4</i>)	R	✓	✓	✓	✓

Collecting their child on time at the end of each session/day				✓	
Alerting the service if they are likely to be late collecting their child				✓	
Paying a late-collection fee if required by the service's <i>Fees Policy</i>				✓	
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 <i>Regulations 123 and 360 (refer also to Supervision of Children Policy)</i>	R	✓	✓		✓
Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensuring that the response meets all regulatory requirements, including implementing the <i>Incident, injury, trauma and illness policy (Regulations 86 and 87)</i>	R	✓	✓		✓
Ensuring children are adequately supervised at all times (<i>refer to Supervision of Children Policy</i>)	R	✓	✓		✓
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				✓	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	✓	✓	✓	✓
Notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (<i>refer to Definitions</i>), including when a child has left the service unattended by an adult or with an unauthorised person (<i>Regulations 12, 86, 176</i>)	R	✓			
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	✓			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	✓	✓	✓	✓
Displaying an up-to-date list of the telephone numbers of the Approved Provider, DET, Child FIRST, DHS Child Protection Service and the local police station	R	✓			

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BACKGROUND AND LEGISLATION

BACKGROUND

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian (*refer to Supervision of Children Policy*).

The child may only leave the service in the care of a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent who is prohibited by a court/parenting order from having contact with the child. An exception is made in the event of a medical or other emergency (*refer to Incident, Injury, Trauma and Illness Policy and Emergency and Evacuation Policy*) and for excursions (*refer to Excursions and Service Events Policy*).

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Family Law Act 1975 (Cth)
- National Quality Standard, Quality Area 2: Children's Health and Safety



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Inappropriate person: A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g. a person under the influence of drugs or alcohol (*National Law: Section 171(3)*).

Unauthorised person: (in relation to this policy) is any person who has not been listed as an authorised nominee on the child's enrolment form.



SOURCES AND RELATED POLICIES

SOURCES

- Australian Children's Education and Care Quality Authority (ACECQA):
www.acecqa.gov.au
- Department of Education and Training (DET) Licensed Children's Services, phone 1300 307 415 or email licensed.childrens.services@edumail.vic.gov.au

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Child Safe Environment and Wellbeing
- Dealing with Medical Conditions
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions and Service Events
- Fees

- Incident, Injury, Trauma and Illness
- Privacy and Confidentiality
- Road Safety and Safe Transport
- Supervision of Children



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
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk ([Regulation 172 \(2\)](#)).



ATTACHMENTS

- Attachment 1: Additional Information for Consideration
- Attachment 2: Authorisation procedures
- Attachment 3: Authorisation Form
- Attachment 4: Procedures to ensure the safe collection of children
- Attachment 5: Acknowledgement and confirmation of authorisation of a young person to collect a child
- Attachment 6: Procedures for delivering children to Brighton Playroom
- Attachment 7: Procedures for the late collection of children



AUTHORISATION

This policy was adopted by the approved provider of North Brighton Kindergarten on 11/7/2023.

REVIEW DATE: April 2025

Version 2.1

ATTACHMENT 1 - Additional Information for Consideration

Late-collection procedures

Parents/guardians are responsible for collecting their child promptly at the conclusion of the session. However, the committee recognises there may be isolated occasions when parents/guardians are delayed through no fault of their own.

A late-collection fee may be applied when a family has been reminded by staff or the committee to ensure their child/ren are collected on time (refer to Fees policy). This will be in writing, if deemed necessary, and a copy placed on the child's file.

Meeting staffing requirements when children are not collected at the end of the session/day

- The committee should discuss and determine at what time after the staff's normal rostered hours that the police would be contacted.
 - Parent/guardians are required to nominate a Parent in the Group to be an authorised nominee in the case that they or other emergency contacts are unable to make it to the kindergarten within 15 minutes of the session ending
 - Staff are to contact police if contact cannot be made with parents/guardians or other authorised nominees 1 hours after the session finishes
- The committee may wish to keep a register relating to the late collection of children in order to monitor this and have a record of actions taken.

Safety issues for consideration when children are arriving or departing from the centre

The majority of children at North Brighton Kindergarten arrive and depart at the same time. Consideration needs to be given to:

- Ensuring the entry/exit door is visible to staff
- Clarifying individual responsibilities of staff to ensure supervision is maintained at all times
- If the session concludes outdoors, making sure supervision is maintained
- Explaining the procedures if parents/guardians request to speak to the teacher
- Ensuring the safety of children and families in relation to congestion in the car park and foyer.

Authorisation of a young person to pick up a child form

When a young person (under 15) is an authorised nominee authorised to collect the child, such as a sibling, the parent/guardian must seek permission from the Committee of Management and complete the Acknowledgement and confirmation of authorisation of a young person to collect a child (Attachment 5). This form, with authorisation from the committee must be stored with the child's enrolment records (the Nominated Supervisor can sign on the committee behalf if written authorisation is granted).

The Committee of Management has the right to reject this authorisation if they believe the child will be at risk.

ATTACHMENT 2 - Authorisation procedures

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.

The Staff member will:

1. request that the parent/guardian email the authorisation if it is possible to do so, detailing the name and telephone number of the person who will be collecting the child
2. accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email provided the following procedure is followed:
 - 2.1 details of the person collecting the child, including the name and telephone number of the person must be obtained
 - 2.2 the verbal authorisation is documented and stored with the child's enrolment record for follow-up
 - 2.3 photo identification is obtained to confirm the person's identity on arrival at the service (if that person is not known to the staff)
 - 2.4 ensure that parents/guardians follow up a verbal authorisation by adding details of the new authorised nominee to the child's enrolment form
 - 2.5 if this is a one off pick up arrangement, a staff member needs to ensure that parents/guardians follow up a verbal authorisation by completing a One-Off Pick-Up Authorisation Form (Attachment 3) when next at the service
3. ensure that email authorisation is stored with the child's enrolment record
4. ensure the attendance record is completed prior to child leaving the service
5. refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
6. contact police if the safety of the child or service staff is threatened
7. implement late collection procedures (refer to Attachment 6) if required
8. notify the Approved Provider/Nominated Supervisor in the event that written authorisation is not provided for further follow-up.

ATTACHMENT 3 - Authorisation Form

One-Off Pick-Up Authorisation form

To be used as authorisation when the parent/guardian is allowing someone to pick up their child for a one-off occasion.

I _____ authorised by telephone/email/ (please circle)

for my child/ren (write name/s) _____ to be

collected from North Brighton Kindergarten on _____ (Date) by:

Name: _____

Telephone number: _____

This was a one-off occasion and this person is **not** to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed: _____ (Parent/guardian or ECT when authorised by Phone)

Date: _____

This form will be attached to the child's enrolment form.

Authorisation form

To be used where the parent/guardian or authorised nominee is able to provide prior written authorisation

I _____ authorise

Name: _____

Address: _____

Telephone Number: _____

to collect my child/ren (write name/s) _____

from [Service Name] on _____ (date)/

Signed: _____ (Parent/guardian or authorised nominee)

Date: _____

This form will be attached to the child's enrolment form.

ATTACHMENT 4 - Procedures to ensure the safe collection of children

Early childhood professionals have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person (refer to *Definitions*).

Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed.

- Consult with the Nominated Supervisor or the Approved Provider, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the Nominated Supervisor or the Approved Provider fears for the safety of the child, themselves or other service staff at any time, contact the police immediately.
- Complete the *Incident, Injury, Trauma and Illness Record* and file with the child's enrolment form.
- Inform the Approved Provider as soon as is practicable, and at least within 24 hours of the incident.
- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring (refer to *Definitions*).

ATTACHMENT 5 - Acknowledgement and confirmation of authorisation of a young person to collect a child

I (*parent/guardian*) of (*child's name*) have discussed and acknowledged the concerns raised by the North Brighton Kindergarten Committee of Management in relation to the authorisation of (*person's name*) to collect the above named child from North Brighton Kindergarten.

Having considered these concerns, including those in relation to the ages of those involved, the responsibilities of the authorised nominee and our individual circumstances I request that (*person's name*) remain as an authorised nominee as listed on the above named child's enrolment form.

Signature of Parent/Guardian: _____

Print Name of Parent/Guardian: _____

Date: _____

Signature of Committee member/ Nominated Supervisor: _____

Print Name of Committee member/ Nominated Supervisor: _____

Date: _____

ATTACHMENT 6 - Delivery of children to Brighton Playroom

For children enrolled in wraparound care with Brighton Playroom.

Sessions linked to Brighton Playroom in 2023

Tuesday Platypus: 2:15pm start

Tuesday Possums: 4:00pm start

Thursday Platypus: 2:15pm start

Thursday Possums: 4:00pm start

Friday Platypus : 12:00pm start

Procedure

Following the end of the session children enrolled in wrap-around care will be walked to Brighton Playroom via the outside gate (in bad weather the front door will be used).

Families will sign the children into North Brighton Kindergarten. In the pick-up column please write BPR-(name of the person picking up from Brighton Playroom at the end of the day).

The North Brighton Kindergarten teacher will sign children into Brighton Playroom and write the name of the person picking up, as written in the sign-in book.

Families are reminded to pack an extra BPR snack box for children.

Consent (**THIS FORM IS TO BE UPDATED EACH TERM)

I _____ (parent/guardian) consent to have _____ (my child) dropped off at Brighton Playroom by North Brighton Kindergarten educators. I give them authority to sign my child in.

Please sign below, to apply this consent to the following sessions

Session	Signature
<i>Tuesday Platypus: 2:15pm</i>	_____
<i>Tuesday Possums: 4:00pm</i>	_____
<i>Thursday Platypus: 2:15pm</i>	_____
<i>Thursday Possums: 4:00pm</i>	_____
<i>Friday Platypus : 12:00pm</i>	_____

- I understand that I am responsible for enrolling my child into care with Brighton Playroom.
- I understand that I am responsible for the collection of my child from Brighton Playroom following the end of the session at North Brighton Kindergarten. All communication following the end of the session at North Brighton Kindergarten must occur with Brighton Playroom.

Name: _____

Date: _____

Signature: _____

ATTACHMENT 7 - Procedures for the late collection of children

Scenario 1: The service has been notified of the late collection

Where a parent/guardian or authorised nominee **has** notified the service that they will be late collecting their child, the Staff is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting parents/guardians or the authorised nominee if the child has not been collected by the agreed time, and informing the Nominated Supervisor of the situation
- following the steps listed in scenario 3 (below) if parents/guardians or the authorised nominee do not arrive to collect the child and cannot be contacted.

Scenario 2: The service has *not* been notified of late collection

Where a parent/guardian or authorised nominee is late collecting their child and **has not** notified the service that they will be late, the staff is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
 - contacting parents/guardians or the authorised nominee to request collection.
- If the parents/guardians/authorised nominee or other emergency contacts cannot arrive at the centre within 15 minutes of a class ending, the staff are to request that the child go home with the Nominated Parent in the Group and maintain communication with parent/guardian
- informing the Nominated Supervisor of the situation
- following the steps listed in scenario 3 (below) if the parents/guardians or authorised nominee cannot be contacted.

Scenario 3: The child has not been collected and a parent/guardian/authorised nominee is unable to be contacted

Where the parent/guardian or authorised nominee is late collecting their child and is **unable to be contacted**, the staff is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting emergency contacts on the child's enrolment form and making arrangements with them. If they are unable to arrive at the centre within 15 minutes of a class ending, the staff are to request that the child go home with the Nominated Parent in the Group and maintain communication with parent/guardian
- if no contacts can be made, contacting The Orange Door or the local police if a child has not been collected within a set time period (to be determined by the service)
- informing the Nominated Supervisor of the situation
- informing the Approved Provider of the situation
- notifying DET as soon as is practicable

Late collection fee

A late collection fee may be charged in accordance with the *Fees Policy* of the service in all of the above scenarios.