

BALLARAT YMCA CHILDREN'S SERVICES DELIVERY AND COLLECTION OF CHILDREN POLICY

Mandatory – Quality Area 2

9/7/2015

PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Ballarat YMCA Children's Services (YMCA)

POLICY STATEMENT

1. VALUES

YMCA is committed to:

- The safe delivery and collection of children being educated and cared for at the service
- meeting its duty of care obligations under the law.

2. 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 he/she is on the service's premises even if he/she hasn'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 order from having contact with the child. An exception is made in the event of a medical or other emergency and for excursions.

Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Children, Youth and Families Act 2005* (Vic), as amended 2011
- *Children, Youth and Families Act 2005* (Vic), as amended 2012
- *Education and Care Services National Law Act 2010*: Sections 167, 170
- *Education and Care Services National Regulations 2011*: Regulations 99, 168(2)(f)
- *Family Law Act 1975* (Cth), as amended 2011
- *National Quality Standard, Quality Area 2: Children's Health and Safety*
Standard 2.3: Each child is protected

3. DEFINITIONS

The terms defined in this section relate specifically to this policy.

Attendance record: Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of person delivering and collecting the child or of the Nominated Supervisor or educator (Regulation 158(1)).

Authorised nominee: (In relation to this policy) a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

Duty of care: A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.



Family member: in relation to a child, means:

- a parent, grandparent, brother, sister, uncle, aunt or cousin of the child, whether of the whole blood or half-blood, and whether that relationship arises by marriage (including a de facto relationship), by adoption or otherwise, or
- a relative of the child according to Aboriginal or Torres Strait Islander tradition, or
- a person with whom the child resides in a family-like relationship, or
- a person who is recognised in the child's community as having a familial role in respect of the child.

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 (Act 171(3)).

Incident, Injury, Trauma and Illness Record: Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the service. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence. Details required include the:

- name and age of the child
- circumstances leading to the incident, injury, trauma or illness (including any symptoms)
- time and date
- details of action taken by the service including any medication administered, first aid provided or medical personnel contacted
- details of any witnesses
- names of any person the service notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and time and date of this.

These details must be kept for the period of time specified in Regulation 183. A sample *Incident, Injury, Trauma and Illness Record* is available on the ACECQA website.

Medication record: Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication if required (Regulation 92). A sample medication record is available on the ACECQA website.

OSHC: Outside School Hours Care.

Serious incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident. The Regulatory Authority (DET) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2)(a)). Records are required to be retained for the periods specified in Regulation 183.

UNAUTHORISED PERSON: (IN RELATION TO THIS POLICY) IS A PERSON WHO IS NOT A PARENT/GUARDIAN, FAMILY MEMBER, AUTHORISED NOMINEE, EMERGENCY SERVICES OR MEDICAL PERSONNEL, OR A PERSON WHO HOLDS A CURRENT WORKING WITH CHILDREN CHECK CARD.

PROCEDURES

YMCA is responsible for:

- 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 (refer also to *Supervision of Children Policy*)



- notifying DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (refer to *Definitions*), including when a child has left the service unattended by an adult or with an unauthorised person (Regulations 12, 86, 176)

The Nominated Supervisor 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
- ensuring authorisation procedures are in place for excursions and other service events
- providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service.
- providing an attendance record (refer to *Definitions*) 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 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
- 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 *Attachment 1 – Authorisation procedures*)
- 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 *Attachment 1 – Authorisation procedures*)
- ensuring that there are procedures in place if an inappropriate person (refer to *Definitions*) attempts to collect a child from the service
- ensuring procedures are in place for the care of a child who has not been collected from the service on time
- 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 or in the case of a medical emergency or an excursion
- 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
- 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 (refer also to *Supervision of Children Policy*)
- ensuring children are adequately supervised at all times
- following the authorisation procedures listed in *Attachment 1*
- following the procedures to ensure the safe collection of children (refer to *Attachment 3 – Procedures to ensure the safe collection of children*)
- following the procedures for late collection of children (refer to *Attachment 4*)
- keeping a written record of all visitors to the service, including time of arrival and departure
- ensuring that children who arrive or are collected by another organisation for example a child care, have the names of all staff responsible for the collection recorded and added to their enrolment form (*Attachment 5*)

For Children arriving by school bus

- ensure that all staff, including relief staff are aware of which children arrive at kindergarten by school bus, and that they contact parents immediately if a child that is normally on the bus does not arrive.
- ensure a risk assessment is completed
- ensure that children are signed in either by the bus driver or by a member of staff

For Children attending OSHC

- ensure that all staff including relief and casual staff are aware of the procedures in *Attachment 6*

All 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))
- working with the Nominated Supervisor to develop safety procedures for the mass arrival and departure of children from the service
- 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 not written authorisation of one of these
- implementing the authorisation procedures outlined in *Attachment 1* 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
- following the authorisation procedures (*Attachment 1*) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service
- following procedures in the event that an inappropriate person (refer to *Definitions*) attempts to collect a child from the service (refer to Attachment 3 – Procedures to ensure the safe collection of children)
- informing the YMCA 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 (refer to *Definitions*)
- following procedures for the late collection of children
- maintaining educator-to-child ratios at all times children are in attendance at the service (including when children are collected late from the service)
- ensuring the entry/exit doors and gates are kept closed during program hours
- displaying an up-to-date list of the telephone numbers of the YMCA, DET, Child FIRST, DHS Child Protection Service and the local police station.

For Children arriving by School Bus

- ensure that all staff, including relief staff are aware of which children arrive at kindergarten by school bus, and that they contact parents immediately if a child that is normally on a school bus does not arrive at kindergarten.
- ensuring that children who arrive by bus are signed in either by the bus driver or by a member of staff.

For Children attending OSHC

- ensure that all OSHC staff including relief and casual staff are aware of the procedures in *Attachment 6*, and follow these appropriately.

Parents/guardians are responsible for:

- 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*.
- Completing and signing *Attachment 5* if their child is delivered and collected by an organisation such as Child Care staff
- Informing the staff if their child is not attending on a particular day, and the child normally travels by bus

Volunteers and students, while at the service, are responsible for following this policy and its procedures.

ATTACHMENTS

Attachment 1: Authorisation procedures

Attachment 2: Authorisation Form

Attachment 3: Procedures to ensure the safe collection of children

Attachment 4: Procedures for the late collection of children

Attachment 5: Procedures for the delivery or collection of children by child care or school staff

Attachment 6: OSHC transport system

AUTHORISATION

This policy was adopted by the YMCA on 9/7/2015

ATTACHMENT 1

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 Nominated Supervisor will:

- request that the parent/guardian or authorised nominee email or fax the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
- accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:
 - all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
 - two educators take the verbal authorisation message by speaking to the caller individually
 - the verbal authorisation is documented and stored with the child's enrolment record for follow-up
 - photo identification is obtained to confirm the person's identity on arrival at the service
 - ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (*Attachment 2*) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form
- ensure that fax or email authorisation is stored with the child's enrolment record
- ensure the attendance record is completed prior to child leaving the service
- refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
- contact police if the safety of the child or service staff is threatened
- implement late collection procedures (refer to *Attachment 4*) if required
- notify the YMCA Early Childhood Advisor or Program Coordinator in the event that written authorisation is not provided for further follow-up.

ATTACHMENT 2 Authorisation Form

To be used as a follow-up to a verbal/email/fax authorisation when the parent/guardian or authorised nominee is next at the service

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

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

collected from [Service Name] on by:

Name: _____

Address: _____

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 authorised nominee)

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 .

This will be 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 authorised nominee)

Date: _____

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



ATTACHMENT 3

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 YMCA Advisor or Program Coordinator, 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 YMCA 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 YMCA Advisor or Program Coordinator as soon as is practicable, and at least within 24 hours of the incident.
- YMCA Early Childhood Advisor/Program co-ordinator will Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring (refer to *Definitions*).

ATTACHMENT 4

Procedures for the late collection of children

Where the parent/guardian or authorised nominee is **15 minutes** late collecting their child and has not notified the service, the Nominated Supervisor is responsible for contacting parents/guardians or the authorised nominee to request collection.

Where the parent/guardian or authorised nominee is **30 minutes** late collecting their child and has not notified the service, the Nominated Supervisor is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- continuing to contact parents/guardians or the authorised nominee to request collection, and if unable to contact them, continuing to contact them throughout the process
- informing the YMCA Early Childhood Advisor/Program Co-ordinator
- contacting the local police where the parents/guardians or authorised nominees are unable to be contacted after 1 hour
- notifying DET as soon as is practicable in the event that the parents/guardians or authorised nominees are not contactable
- determining if a late collection fee is to be charged (refer to *Fees Policy*).

ATTACHMENT 5

Procedures for delivery and collection of children by Child Care or School Staff

I (parent/guardian name)

request that an Authorised Nominee (listed below) collect my child

(child's name)..... and walk with them

From: _____

To: _____

I require the **authorised nominee** to sign the attendance book on my behalf to confirm my child's attendance at the children's service.

Details of authorised nominees who you as a parent authorise to collect and deliver your child.

An authorised nominee means a person who has been given permission by a parent or family member to collect the child from the education and care service (regulation 160).

Addition to enrolment records

Name	Name
Address:	Address:
Telephones:	Telephones:
Relationship to Child:	Relationship to Child:
Name	Name
Address:	Address:
Telephones:	Telephones:
Relationship to Child:	Relationship to Child:



Name	Name
Address:	Address:
Telephones:	Telephones:
Relationship to Child:	Relationship to Child:

I understand that I accept all legal responsibility for this arrangement.

Signed (parent/guardian):

Date:



ATTACHMENT 6

Additional procedures for OSHC

Parent Communication

All families using Before and After School Care will be provided with a copy of the Transport Scheme, and a Venue Information sheet relating specifically to their OSHC venue.

Venue Information Sheet

As part of enrolment, all After and Before School Care families are provided with a 'Venue Information Sheet'. This informs parents of the permanent staff, the philosophy, the location, and the transport scheme for the venue. Once parents have read this, they sign that they understand the transport arrangement and it is returned to the YMCA along with all other enrolment information.

Transport Procedures

Bus List

The Bus List is an integral part of the YMCA Transport Scheme. A Bus List is created for each venue that collects children via bus, or 'Walking Bus'.

Each bus list includes;

- Venue and Date
- The children booked into the venue requiring transport, separated into their schools
- The phone number and agreed drop off/pick up time for each school
- The phone number for the OSHC venue
- Sign In and Out columns, including space for the driver's signature and the time
- Place for the bus driver's name

For Before School Care, the Bus List is created by the Lead Educator at the venue, and is emailed to the bus company by 6.30am.

For After School Care, the Bus Lists are created by a YMCA Frontline Officer between 12pm and 2pm. The Pleasant St, OLHC and Buninyong Bus Lists are sent to the bus company, whilst the Delacombe Bus List and 'Walking Bus List' is sent directly to the venue.

The Alfredton 'Walking Bus List' is created and managed within the venue.

Transporting Students

At 2pm, the Lead Educator at each ASC venue cross-references the bus list with the booking system and makes any adjustments or additions. They contact each school to confirm which children are booked in, and which are absent. Each venue does this differently, either by phone or email, based on the arrangements they have made with the schools. They will then communicate any changes with the bus company so that the amendments can be made.

When the Bus List and 'Walking Bus List' is received by the Delacombe venue, the Lead Educator makes any adjustments or additions based on the booking system and after confirming children with each school. The YMCA Bus Driver picks up the Bus List when he presents at the venue at 2.45pm. The "Walking Bus List" is kept by the venue for when they collect the children from Delacombe Primary School.

Once the lists are finalised, the buses and "Walking Buses" travel to the allocated schools and collect the children. As they are collected, they are signed onto the list by the driver, and the time recorded. When they arrive at the OSHC venue, the driver will sign them off the bus and the YMCA Educator will sign them into the program.

For Before School Care, the buses arrive at the venue at 8.15am. Staff facilitate the children boarding the bus and sign them out of the venue. The bus driver signs them onto the bus and will deliver the children to school within the agreed window for each school.

Additional Procedure Points

- The children from Lumen Christi Primary School are transported to Delacombe Primary School by the school. It is from this point that they are taken into YMCA care by the "Walking School Bus". So that this is effectively managed by the school, the venue email them each evening with the children who are booked the following night, and only call on the day if an adjustment needs to be made.



- If a child presents to the bus but is not booked in – The bus driver will contact the venue to make sure the child is not booked in. If they are not booked in, the child will be directed to the school office, where the school will follow their own procedures.
- If a child does not present to the bus, but they are on the Bus List – The driver will contact the school, who will put out a message for the child. The driver will not leave without the child, unless notified that the child was absent or has been collected by a family member. In this circumstance, the bus may inform the venue, then move on to the next destination. After receiving notification, the venue is responsible for contacting the family to confirm.
- Approved pick up/drop off times are referenced in the OSHC Operations Manual, as well as on the individual Bus Lists.
- If a Before School Care bus arrives at a school outside of the agreed window of time, they will call the school to confirm that it is okay for the child to enter the grounds. If the school cannot be contacted, the driver will wait until the accepted time.
- No child is to sit in the front seat of the bus, unless all other seats are taken. In this case, only children 7 years or older may sit in the front.
- Completed bus lists are attached to attendance records and stored on site. Completed Before School Care bus lists are given to Pleasant St After School Care staff upon drop off of After School Care children