

Delivery and Collection of Children Policy

1. Policy Statement

Values

NERPSA is committed to:

- The safe and orderly delivery and collection of children being cared for by the kindergarten.
- Fulfilling its duty of care to all children.
- Encouraging families to deliver and collect their children on time, for the programs in which they are involved.
- Recouping all additional costs incurred due to the late collection of a child, by the imposition of a late collection fee on their parent/guardian or authorised person.
- Complying with all legislative requirements

Purpose

This policy will provide clear guidelines for parents/guardians or authorised persons, Committee of Management and staff in relation to their responsibilities relating to the delivery and collection of children at the kindergarten

2. Scope

This policy applies to NERPSA, individual kindergartens within the NERPSA cluster, their committees and staff and parents/guardians who wish to have their children enrolled, or have children already enrolled at NERPSA.

3. Context

Relevant legislation may include but is not limited to:

- Education and Care Services National Law Vic (2010)
- Education and Care Services National Regulations regulation 168 requires that the proprietor provides information about the arrangements for the delivery and collection of children at all times the service is open for the care and education of children.

4. Definitions

Authorised Persons: A person over the age of 16 for whom the parent/guardian has given written authority to collect the child.

Delivery: Delivery of the child at the service begins once the child and parent/guardian or authorised person arrive on the premises and parent/guardian or authorised person enters the time and signs the attendance book, or when the parent/guardian or authorised person leaves the child at the kindergarten.

Collection of the child: Collection of the child from the service occurs when the parent/guardian has entered the time and signs the attendance book prior to their departure with the child from the premises or when the parent/guardian or authorised person leaves the premises with the child.

Late Collection: When a parent/guardian or authorised person collects their child from the program after the designated time for the program to end.

Attendance book: The book provided by the kindergarten for the person who delivers and collects the child from the kindergarten, to enter the time and sign on arrival and departure of each child being cared for and educated at the kindergarten. This book may also be signed by a staff member.

Program: The course for which the child is enrolled and which has specific hours of attendance.

5. Sources and Related NERPSA Policies

- Fees Policy
- Enrolment records.
- “Legal aspects of child care” (Available from Victorian Legal Aid).
- Telephone numbers
- DHHS child Protective Services Crisis Line (24/7) toll free number – 131278.

6. Procedures

6.1. Delivery of the child to the service.

- 6.1.1. An attendance book will be provided in which parents/guardians or authorised persons will sign in their child/children on delivery to the kindergarten and list the time of delivery.
- 6.1.2. The staff will complete this task if for any reason the parent/guardian or authorised person does not complete it.
- 6.1.3. Once the attendance book has been signed and time of delivery noted by the parent/guardian or authorised person, or the authorised person, parent/guardian leaves the kindergarten, the supervision becomes the responsibility of the staff members at the kindergarten.

6.2. Collection from the service.

- 6.2.1. Parents/guardians or authorised persons will sign out their child/children from the kindergarten and enter the time of collection.
- 6.2.2. Staff will complete this task if for any reason it is not done by the parent/guardian or authorised person.
- 6.2.3. Once the attendance book has been signed and the time noted, the children's supervision becomes the responsibility of the parent/guardian or authorised person while they are still on the premises.
- 6.2.4. Staff will only release a child to the parent/guardian, or a person authorised to collect the child. If staff are concerned that releasing a child to the parent/guardian, or an authorised person, could put the child at risk, they will seek the opinion of another staff member before making a decision. If the decision is not to release the child; staff will contact and request the next guardian and/or an emergency contact come and collect the child. If the situation is considered dangerous the police will be called.

6.3. Before and after the program.

- 6.3.1. Staff are involved in non-contact duties before and after the program so are not able to care for children outside of program times.
- 6.3.2. Under special circumstances prior arrangements with the teacher, who may refer to NERPSA, may be made in regard to altered times.
- 6.3.3. Parents/guardians or authorised persons and their child/children on the premises before and after session times, acknowledge that supervision of any child will be the responsibility of the parent/guardian or authorised person.
- 6.3.4. Responsibility of children accompanying their parents/guardians/authorised persons at the kindergarten but are not enrolled in program at the kindergarten, remains with the parent/guardian/authorised person while they are on the premises.

- 6.4. Procedure in relation to late collection of a child.
- 6.4.1. If the person authorised to collect the child is 15 minutes late the parent/guardian/authorised person will be requested to collect the child on time in the future.
- 6.4.2. If the parent/guardian/authorised person is longer than 30 minutes late and the parent/guardian is unable to be contacted, the emergency person listed will be contacted.
- 6.4.3. If the parent/guardian/authorised person has not arrived after 1 ½ hours the relevant child protection agency will be contacted.
- 6.4.4. In the event of continual disregard for times, a letter from NERPSA will be forwarded to offenders. If this letter is ignored offenders may be charged a fee equal to the wages of staff required to stay and care for the child.
- 6.5. The staff are responsible for:
- 6.5.1. Making the attendance book available for parents/guardians or authorised persons.
- 6.5.2. Ensuring that the attendance book accurately reflects the attendance of children in the program.
- 6.5.3. Signing the attendance book if for any reason it is not done by the parent/guardian or authorised person. Staff will monitor the attendance book every session.
- 6.5.4. Making sure that if a late fee is applicable, that the time is accurately entered into the attendance book, the reason for the late collection is documented and NERPSA is notified
- 6.5.5. Two staff staying at the service until a child is collected or they are relieved by a licensee representative, or the advice from the DHS protective services is implemented and the child is no longer at the service.
- 6.6. The parents/guardians or other authorised persons are responsible for the supervision of their children:
- 6.6.1. Not enrolled in the program.
- 6.6.2. Prior to and after signing the attendance book for children enrolled in the program.

7. Evaluation

In order to assess whether the NERPSA Delivery and Collection of Children Policy has achieved the values and purpose of the policy, NERPSA will:

- If appropriate conduct a survey or include relevant questions in the general parent/guardian survey.
- Take into consideration feedback regarding the policy from staff, parents/guardians and Committee members.
- Monitor complaints and incidents in regard to the policy.

8. Authorisation

The policy was adopted by NERPSA on 19th March 2013.

9. Review date

The policy will be reviewed every three years from date of adoption.