



# Delivery & Collection Policy

## Purpose

This policy will provide clear guidelines to ensure the safe delivery and collection of children at St Kevin's Out of Hours School Care.

Refer to Quality Improvement and Accreditation System (QIAS), Quality Practices Guide 2005, Principles 1.1, 1.6, 2.1, 5.1, 5.2, 5.4, 5.5, 7.3.

## Policy statement

### 1. Values

St Kevin's Out of Hours School Care is committed to:

- Ensuring the safe delivery and collection of children being cared for or educated at the centre
- Fulfilling a duty of care to all children
- Providing a welcoming environment to children and families
- Encouraging families to collect their child/ren on time from the programs in which they are participating
- Recouping all additional costs incurred due to the late collection of a child by the imposition of a late-collection fee on their parents/guardians
- Complying with all legislative requirements.

### 2. Scope

This policy applies to parents/guardians, staff, committee members, authorised persons, volunteers and students on placement working at St Kevin's Out of Hours School Care.

### 3. Background and legislation

#### Duty of care

A duty of care exists at all times when the child is in the care of the children's service. It also exists when the child is given into the care of the service and released from the service into the care of another person. The school's duty of care begins at 8:30am and ceases at 3.45pm on a school day.

#### Supervision of children

St Kevin's School is responsible for the supervision of the children from 3.30pm until their arrival at OHSC. The OHSC coordinator (or delegate) will wait at the canteen window with the day's list of children ("the attendance book or record") in the open area from 3.25pm. All children leave the school via the open area. Children who are enrolled in the service for that day will go to the coordinator or the coordinator will call children enrolled as they pass through the area. Once the children are accounted for and with the coordinator, they are now the legal responsibility of the OHSC educator.

On collection of the children, the parents/guardians or authorised person are responsible for their child/ren once they have entered the time of departure, signed the attendance book and collected the child/ren from their group.

Despite clearly defining in this policy when the supervision of their child is the responsibility of the parents/guardians or other authorised person, the committee/staff must accept a level of responsibility while the parents/guardians or other authorised person and the child are on the premises, including the playground. Therefore, it would not be advisable for the committee and staff to ignore any situation in which the child could be at risk, even though this policy defines the supervision of the child as the responsibility of the parents/guardians or other authorised person.

## Collection from the centre

The committee and staff have a duty of care in relation to each child. This duty of care also exists when the child is collected from the centre. If the staff or committee does not hand over a child to a person who has the joint or sole responsibility for the day-to-day care and control of a child, or an authorised person on the child's enrolment form, this could lead to legal action against the centre. Conversely, if the centre was to release a child to someone who the centre ought reasonably to have known did not have the required responsibility for the child, the centre may be held legally responsible for any consequences. (Refer to [Attachments 2,4,5](#) and [6](#), as well as the Victorian Legal Aid/DHS 1999 publication *Legal Aspects of Child Care*).

## Legislation

Relevant legislation may include but is not limited to:

- *Education and Care Services National Regulations 2011*
- *Children's Services Act 1996*
- *Children, Youth and Families Act 2005*
- *Child Wellbeing and Safety Act 2005*
- *Family Law Act 1995*
- Children's Services Regulations 2009 (CSR).

## 4. Definitions

**Attendance book/record:** The book provided by the centre for the person who delivers and collects the child from the centre, or a staff member, to sign and record the time of arrival and departure of each child being cared for or educated by the centre. This is also where a child's absence is recorded for the Federal governments "Child Care Management System" (CCMS).

**Authorised person:** A person for whom the parents/guardians have given written authority to collect the child from the centre. These details will be on the child's enrolment form.

**Collection from After school care:** When the parents/guardians or authorised person leave the premises with the child after signing the attendance book.

**Collection from Before School Care:** when the educator that's the children from the morning session and delivers them to their lines for the teacher to take them upstairs

**Delivery to After school care:** When the child makes their way to the St Kevin's OHSC area and makes themselves known to the educator. They in turn sign in the child into the attendance book

**Delivery to before School Care:** when parents/guardians or authorised person leave the premises after signing their child/ren into the attendance book

**Department of Education and Employee workplace relations (DEEWR):** federal government responsible for the licensing and regulation of out of hours school care.

**Guardian:** A person who has been given lawful authority by a court order. The definition of guardian under the *Children's Services Act 1996* also includes a person who has custody (day-to-day care) or control of the child (but does not include the person providing children's services to a child).

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

**Late-collection fee:** A fee imposed by the committee when parents/guardians are more than 5minutes late to collect their child/ren from the program in which they are participating after at least 1 reminder has been given.

**Lawful authority:** All parents have powers and responsibilities in relation to their children that can only be changed by a court order. The Children's Services Regulations refer to these powers and responsibilities as 'lawful authority'. It is not affected by the relationship between the parents, such as whether or not they have lived together or are married. A court order, such as under the *Family Law*

*Act*, may take away the authority of a parent to do something or may give it to another person. A guardian of a child also has lawful authority.

**Kids Wizz** – software used by the service to collect attendance and enrolment information. This software links into the Federal Governments Child Care Benefits System (CTMS) through system feeds to ensure government rebates are managed according to government policy.

**Nominated Supervisor:** The person appointed by the licensee to represent the licensee in relation to the application and the operation of service (Refer regulations). This is displayed in the main entrance as per the requirements.

**Qualified staff:** A staff member who is a teaching staff member or has successfully completed a two-year full-time, or part-time equivalent, post-secondary approved early childhood qualification, or an approved qualification that is substantially equivalent or superior to that qualification.

## 5. Sources and related centre policies

### Sources

- Victorian Legal Aid and DHS 1999, *Legal Aspects of Child Care: A Guide for Workers in Child Care Centres, Preschools and Parents* (6th edition)

### Centre policies

- Communication
- Enrolment
- Fees
- Privacy
- Supervision

### Procedures

#### The committee is responsible for:

- Providing parents/guardians with information regarding the procedures for delivery and collection of their children, for both before and after school care and a summary of this policy prior to their child/ren's attendance at the centre (in the handbook)
- Ensuring that a copy of this policy is available on request and is easily accessible at the centre at all times
- Providing staff with an attendance book that meets the requirements of the ECSN regulation 158
- Providing periodical reminders in the centre newsletter regarding the delivery and collection procedures for before and after school care to ensure parents/guardians leave the building with only their own child and/or children they are authorised to collect
- Developing a list of relief staff who will be available to assist as required when a child has not been collected from the centre and a staff member needs to leave (see [Attachment1](#), 'Additional information for consideration')
- Defining/reviewing the late-collection fee annually and updating in the handbook (refer to the Fees policy)
- Displaying an up-to-date list, near each telephone, of telephone numbers of the licensee representatives, DEEWR regional Children's Services Adviser, Child Protection Crisis line and the local police station
- Ensuring that gate and exits are well supervised to ensure the children do not leave the grounds.

#### The staff are responsible for:

- Ensuring the entry/exit door remains clear of objects

- Ensuring all children have been collected and left the building before staff leave at the end of the day and at the end of the before school care
- Updating Wiz Kids software with attendance and enrolment details in a timely manner and using this information in line with the privacy policy.
- Implementing the late-collection procedures.
- For after school care, reporting any children who have not arrived for OHSC who are on the list to the principal

### **Delivery of the child to Before School Care or on a non-school day**

- Ensuring the attendance book is available in the main entrance for parents/guardians or authorised persons to sign and record the time of arrival at Before School Care and Wiz Kids is updated with this information post the session.
- Checking the attendance book after all children have arrived and check that children who are signed in are in attendance and absent children reported (via Wiz Kids software)
- Reminding parents/guardians or authorised persons who do not complete the attendance book of the procedures for the delivery and collection of children for all services.

### **Delivery of the child/ren to After School Care on a school day**

- Ensuring they are present in the open area by 3.30pm to collect and welcome children into the program
- Ensuring the attendance book is marked when children present at the OHSC service (canteen window) and keeping children with them until all children have arrived.
- Calling the children who are listed in the attendance book who appear to be leaving the school over to OHSC and reminding them they are booked to attend today.
- Any children who have NOT arrived at OHSC (by approximately 3.40pm (10 minutes after commencement of the session)) and they have not sighted leaving the school, must be reported to the principal (or vice principal in the principal's absence) for them to verify the child's whereabouts (eg child may be away ill and parent has forgotten to ring OHSC to advise). Refer to attachment 7
- Reporting any absences through the Kids Wizz software.
- Reminding parents/guardians or authorised persons who do not complete the attendance book of the procedures for the delivery and collection of children for all services.

### **Collection from before school care on a school day**

- Ensuring the safe delivery of children to the school yard with a supervising teacher on duty at 8.35am
- Ensuring the attendance book is updated when children are taken to the school yard (in Kids Wizz software)
- Releasing a child to the schools care or a person authorised to collect the child (ECSN regulations 160). This information is provided on the child's enrolment form. If a staff member is concerned that releasing a child to the parents/guardians or authorised persons could put the child at risk, the procedures outlined in Attachments 2, 4, 5 and 6 should be followed
- Implementing the procedures outlined in [Attachments 2, 4 and 5](#) if a person arrives to collect a child who is not listed on the child's enrolment form as an authorised person (when they should be attending school)
- Implementing the procedures outlined in Attachment 4 if the parents/guardians telephone the centre to advise that a person not listed on their child's enrolment form as an authorised person will be collecting the child (prior to school starting)
- Informing the licensee representative and DEECD by phone within twenty-four hours if a child leaves the centre unattended by an adult or with an unauthorised person (ECSN regulations)
- Notifying the parents of a child who has left the centre unattended by an adult or with an unauthorised person as soon as practicable (ECSN regulations).

### **Collection from After school care or on a non-school day**

- Ensuring the safe delivery of children into parents/guardians or authorised persons care
- Requesting parents/guardians or authorised persons wishing to speak with the qualified staff member or assistant for longer than 5 minutes, that they will need to wait until all of the children have departed or make a time to meet outside of collection time
- Ensuring the attendance book is available in the main entrance for parents/guardians or authorised persons to sign and record the time of departure when collecting their child/ren from the **St Kevin's Out of Hours School Care (reg 158)**
- Checking the attendance book as soon as is practicable after all children have departed and, if required, staff will complete entries and update Kids Wizz software  
Note: Once the attendance book has been signed and the time of collection noted, the children's supervision is the responsibility of the parents/guardians or authorised persons while they are still on the premises (refer to [Attachment 1](#), 'Additional information for consideration').
- Releasing a child to the parents/guardians or a person authorised to collect the child (ECSN regulations 160). This information is provided on the child's enrolment form. If a staff member is concerned that releasing a child to the parents/guardians or authorised persons could put the child at risk, the procedures outlined in Attachments 2, 4, 5 and 6 should be followed
- Implementing the procedures outlined in [Attachments 2, 4 and 5](#) if a person arrives to collect a child who is not listed on the child's enrolment form as an authorised person
- Implementing the procedures outlined in Attachment 4 if the parents/guardians telephone the centre to advise that a person not listed on their child's enrolment form as an authorised person will be collecting the child
- Informing the licensee representative and DEECD by phone within twenty-four hours if a child leaves the centre unattended by an adult or with an unauthorised person (ECSN regulations)
- Notifying the parents of a child who has left the centre unattended by an adult or with an unauthorised person as soon as practicable (ECSN regulations).

### **Late collection of a child (after school care)**

In the situation where the parents/guardians or authorised person is **15 minutes** late in collecting their child/ren at the end of After school care (and has not been late before) and has not notified the centre that they will be late, **the qualified staff member is responsible for:**

- Contacting the parents/guardians and, if they are not available contacting the other persons authorised to collect the child/ren on the child/ren's enrolment form and requesting that they collect the child/ren
- Contacting the nominated licensee representative to inform them of the situation
- Contacting another staff member if a staff member needs to leave so that they can relieve them.
- Continuing to attempt to contact the parents/guardians or authorised persons
- Notifying the regional Children's Services Adviser (CSA) at DEEWR of the current situation and informing the CSA of the procedures being undertaken. If the CSA is not contactable, documenting the date, time and reason for the call and contacting the CSA as soon as is practicable
- Contacting the local police if the parents/guardians or authorised persons are still not contactable after **30 minutes**. (Refer [Attachment 1](#), 'Additional information for consideration'.)

### **The parents/guardians or authorised persons/carers are responsible for:**

- Ensuring the child/ren's enrolment form includes more than 1 persons details who have lawful authority to collect the child/ren
- Completing the attendance book at departure as per the requirements of this policy
- Collecting their child/ren on time at the end of the session/day
- Ensuring staff are aware that the child has arrived/or been collected from the centre

- Alerting staff if they are going to be late to collect their child/ren
- Supervising any child in their care if they are in attendance at the centre prior to the commencement or at the conclusion of the program
- Supervising any child in their care once they have been signed out in the attendance book
- Supervising any child/ren who are not enrolled in the program operating at that time, such as siblings of the child enrolled in the program
- Paying the late-collection fine as outlined in the centre's Fees policy.

## Evaluation

In order to assess whether the policy has achieved the values and purposes, the committee will:

- If appropriate, conduct a survey in relation to this policy or incorporate relevant questions within the general parents'/guardians' survey
- Take into consideration feedback regarding the policy from staff, parents/guardians and committee members
- Monitor complaints and incidents regarding the policy.

## Attachments

[Attachment 1](#): Additional information

[Attachment 2](#): Authorisation procedures

[Attachment 3](#): Authorisation form

[Attachment 4](#): Procedures for unauthorised collection of children

[Attachment 5](#): Procedures to follow when staff are concerned about the safety of a child being collected

[Attachment 6](#): Acknowledgement and confirmation of authorisation of a young person to collect a child

[Attachment 7](#) – Procedures To Follow When a Child Fails to Arrive at OHSC

## Authorisation

This policy was amended by the **St Kevin's Out of Hours School Care** committee of management at a committee meeting on **18th October 2016**

**Review date 18th October 2018**

## **Attachment 1 - Additional Information**

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

- Centres need to have available a contact list of staff to be called if a staff member needs to be relieved (to meet the requirements of the minimum staff numbers in the national regulations). If possible, a staff member with whom the child is familiar will be contacted. In order to meet the regulations, this needs to be a teacher from St.Kevin's it cannot be a parent or volunteer.
- If staff are required to stay after their rostered hours, the committee will arrange for the staff member either to reschedule their hours of work to cover this or to be paid in accordance with their industrial entitlements.
- Any parents being late to collect children should have the name of the parent, child, time collected and notes of the discussion with the parent added to the services diary. This ensures we have an accurate record of lateness should the committee or staff need to invoke the late to collection policy and penalties.

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

As an out of hours school care centre, St. Kevin's will have staggered drop offs and collections from its program. Parents, information and the sign in register will be located in the foyer. Staff must keep children away from the foyer, and supervise those entering and exiting the front door. Staff MUST greet every parent/guardian or visitor to the OHSC hall. Staff must also ensure:

- The entry/exit door is visible to staff
- If there is more than 1 staff member on duty, an agreement is reached on who will greet parents and supervise the entrance door.
- If the session concludes outdoors, making sure supervision is maintained
- Parents are explained the procedures if they request to speak to the teacher
- The safety of children and families in relation to congestion in the foyer.

### **Guidelines for Families Waiting to Collect/Deliver Children**

Families waiting to deliver or collect their children are requested to:

- Always speak to the carer and make them aware that they have arrived to drop off/collect from the service
- Always sign the sign in book with full name and contact details.
- Remember to collect all the child's belongings or if dropping off at before school care, leave the children's belongings in the designated place.
- Children are encouraged NOT to bring toys from home or items which were bought for school out of their school bags. We try to ensure all activities are inviting and provided by the OHSC educator.
- Ensure siblings or any other children you bring to the centre to collect/drop off are supervised. Be aware that the program is set for school aged children, any younger children should NOT use the equipment or engage in the activities as they may not be age appropriate and therefore may be dangerous to younger children



## Attachment 2 - Authorisation procedures

If a parent/guardian telephones the centre to notify that a person who is not listed as an authorised person will be collecting their child

Staff will:

- Verify the identity of the caller. For example, if the staff member is not familiar with the person who has telephoned, they will request their telephone number and call them back. If this telephone number does not match with the child's enrolment form, a record of the number will be documented on the child's file.
- Request the parent/guardian for one of the following:
  - Fax authorisation detailing the name, address and telephone number of the person who will be collecting the child
  - Email confirmation detailing the name, address and telephone number of the person who will be collecting the child
  - Parent/guardian to complete the appropriate form ([Attachment 3](#), 'Authorisation form') when they are next at the centre, or add the details of the authorised person to the child's enrolment form.

If the fax or email is not received, the staff member will need to document the telephone conversation on the child's file and follow up as per the action above—that is, the parent/guardian is to complete the form when they are next at the centre.

Note: The parent/guardian will need to inform the person collecting the child that they will need to carry some form of photo identification with them, such as a driver's licence.

### **If a person who is not listed as an authorised person arrives to collect a child**

Staff will:

- Contact the parent/guardian to gain authorisation, including a request of the parent/guardian for one of the following:
  - Fax authorisation, detailing the name, address and telephone number of the person who will be collecting the child
  - Email confirmation, detailing the name, address and telephone number of the person who will be collecting the child
  - Parent/guardian to complete the appropriate form ([Attachment 3](#), 'Authorisation form') when they are next at the centre, or add the details of the authorised person to the child's enrolment form.
- Verify the identity of the person collecting the child by checking photo identification, such as a driver's licence.

If the fax or email is not received, the staff member will need to document the telephone conversation on the child's file and follow up as per the action above—that is, the parent/guardian is to complete the form when they are next at the centre.



### Attachment 3 - Authorisation form

I ..... authorised by telephone/email/fax (please circle)  
for my child/ren (name/s) ..... to be collected from the 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 person to collect my child.

Signed..... (Parent/guardian)

Date.....

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

### Authorisation form

I ..... authorise

Name: .....

Address: .....

Telephone number: .....

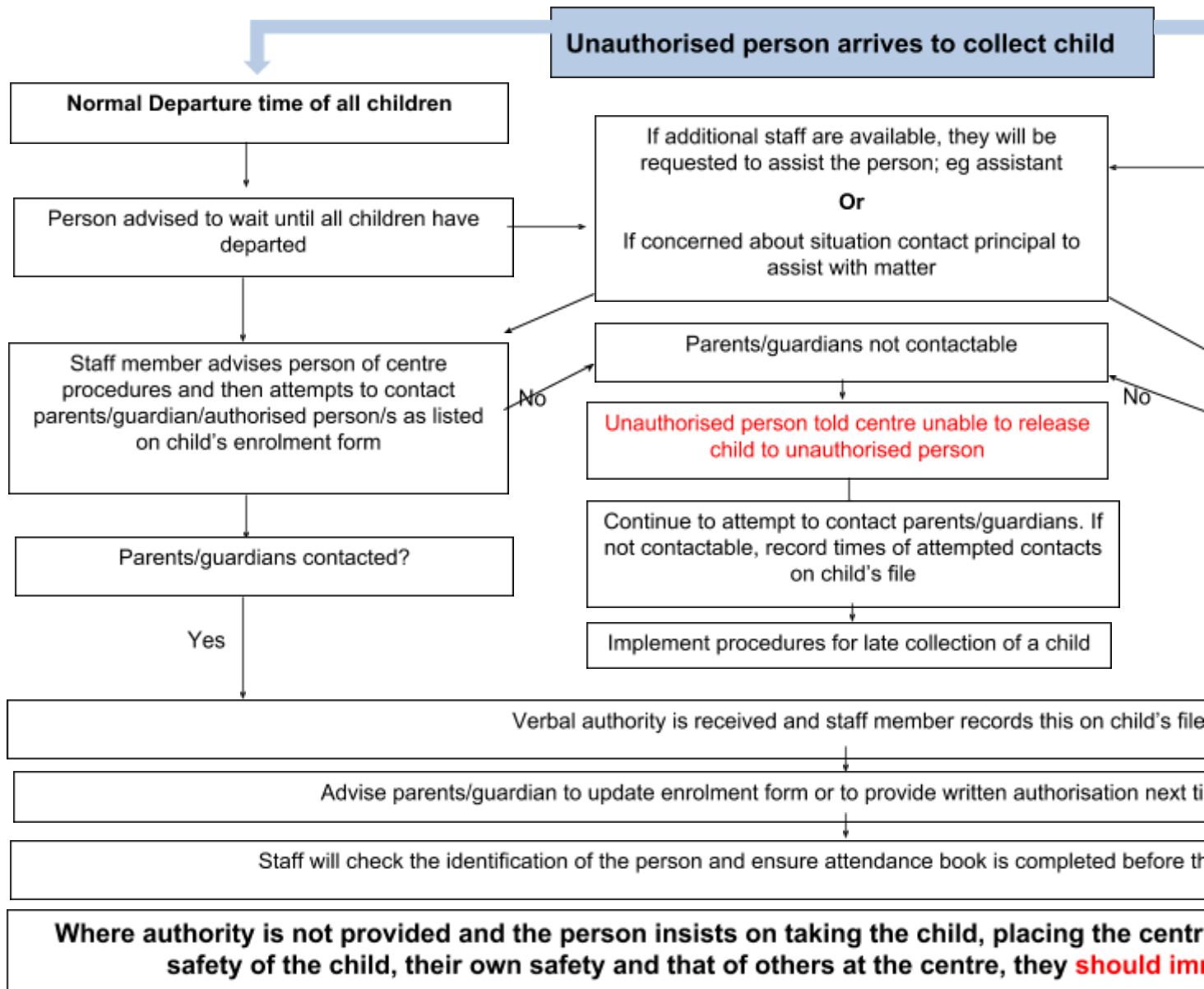
to collect my child/ren (name/s)..... from the on . This will  
be a one-off occasion and this person is not to be included on my child's enrolment form as an  
authorised person to collect my child.

Signed..... (Parent/guardian)

Date.....

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

## Attachment 4 - Procedures for unauthorised collection of children



## **Attachment 5 – Procedures to follow when staff are concerned about the safety of the child being collected**

No matter who is collecting the child, the children's service staff members need to exercise their judgement about the safety of giving the child into that person's care. Children's services have a duty of care not to endanger the child by knowingly placing them in a situation that could reasonably be expected to be dangerous.

(Children's Services Guide: Practice Notes, Delivery and Collection of Children)

### **Staff member believes that the parents/guardians or authorised person may be ill, affected by alcohol or drugs, and does not appear to be able to safely care for the child**

- If practicable, the staff member consults another staff member or committee member.
- If practicable, the staff member advises the person collecting the child of their concerns and suggests contacting another authorised person to collect the child.
- If the staff or committee member believes that the situation places the centre in a position in which they fear for the safety of the child, their own safety and that of others at the centre, they should immediately contact the police.
- Record the details of the incident and place on file with the child's enrolment form.
- As soon as practicable, inform the committee of the incident.

### **A young person who is authorised to collect the child, such as a sibling, arrives to collect the child and does not seem sufficiently mature to safely care for the child**

- If practicable, the staff member consults another staff member or committee member.
- If practicable, the staff member advises the young person collecting the child of their concerns and contacts the parent/guardian/authorised person to discuss that concern and request that the child is collected by another authorised person.
- Follow up with a discussion with the parents/guardians of the centre's concerns with regard to the young person being authorised to collect the child. If parents still wish to authorise that person, they will be asked to complete a form acknowledging the concerns that have been raised ([Attachment 6](#), 'Acknowledgement and confirmation of authorisation of a young person to collect a child').
- Record details of the incident and place on file with the child's enrolment form.
- As soon as practicable, inform the committee of the incident.

## Attachment 6 - 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 **St Kevin's OHSC** staff and or committee of management in relation to the authorisation of ..... (person's name) to collect the above named child from **St Kevin's OHSC**.

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

Parent's/guardian's name: .....

Parent's/guardian's signature: ..... Date: .....

Committee/authorised staff member's name: .....

Committee/authorised staff member's signature: ..... Date: .....

## **Attachment 7 – Procedures To Follow When a Child Fails to Arrive**

### **Before School Care or a Non School Day**

If a child is booked to attend before school care or a non school day care and they fail to arrive in the morning, the coordinator is to call the parents (as per enrolment form) to find out the child's location as soon as practical.

Should it be found that the parents no longer care, the non-attendance should be treated as a Cancellation INSIDE 48 hours (regardless of cause) and hence a loss of full fee for session.

Should it be found that the parent expected the child to be in attendance, the coordinator or the parent is to investigate the matter and if required contact the authorities.

### **After School Care**

When a child fails to arrive at after school care the coordinator needs to ascertain the whereabouts of the child. The school principal (or vice principal) are able to assist in locating the child to determine if they were at school during the day or not. Most often parents will have forgotten to cancel their after school care but to ensure a continuity of our legal duty of care this needs to be investigated.

If after waiting 10 minutes at the collection point for after school care, you have a child who has not been sighted as leaving or who has not arrived at after school care, the principal must be contacted

The Principal will check the school records to see if the child was in attendance at school, or left school early for an authorised reason.

Should it be found that the child left school during the day or did not attend, the non-attendance should be treated as a Cancellation INSIDE 48 hours (regardless of cause) and hence a loss of full fee for session.

Should the school records find that the child was in attendance at school that day, the principal along with school staff will complete a search of the premises (child may be playing in playground), interview class teacher and investigate where the child may have gone as an alternative to after school care. The principal will contact the parents and if necessary the authorities and report the incident through to DEECD as per the regulations.