

# *Croydon Central Kindergarten Inc.*

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## **Delivery and Collection of Children Policy**

### **1. Authorisation**

This policy was adopted by the Croydon Central Kindergarten Inc. Committee of Management, at the Committee meeting on the 8<sup>th</sup> of September 2010.

### **2. Review Date**

This policy will be reviewed annually, or varied earlier if necessary, and the Committee will within 28 days of making any change, notify the parents/guardians of the children attending, of that change.

### **3. Scope**

This policy applies to all parents/guardians, the Committee, staff, volunteers and students working within the Croydon Central Kindergarten Inc.

### **4. Background and Relevant Legislation**

- The Children's Services Act 1996.
- The Children's Services Regulations 1998.

The Children's Services Regulations 1998, [Part 4 Regulation 20 (2)(f)] requires that the proprietor provides information about the arrangements for the delivery and collection of children at all times the Croydon Central Kindergarten Inc. is open for the care or education of children.

### **5. Definitions**

*Authorised Person:* A person for whom the parent/guardian has given written authority to the Croydon Central Kindergarten Inc. to collect the child.

*CCK:* Croydon Central Kindergarten Inc.

*Delivery:* Delivery of the child at the Croydon Central Kindergarten Inc. begins once the child and parent/guardian or carer arrive on the premises and parent/guardian or carer enters the time and signs the attendance book, or when the parent/guardian or carer leaves the child at the Croydon Central Kindergarten Inc..

*DHS:* Department of Human Services

*Collection of the child:* Collection of the child from the Croydon Central Kindergarten Inc. occurs once the parent/guardian has entered the time and signed the attendance book prior to their departure with the child from the premises or when the parent/guardian or carer leaves the premises with the child.

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

*Attendance Book:* The book provided by the proprietor for the person who delivers and collects the child from the Croydon Central Kindergarten Inc., to sign and record the time of arrival and departure of each child being cared for or educated by the Croydon Central Kindergarten Inc. This book may also be signed by a staff member.

*Program:* The course/activity in which a child is enrolled and which has specific hours of attendance.

*Late Collection Fee:* A fee imposed by the Committee when a parent is more than 15 minutes late to collect their child/children from the program in which they are participating.

*Licensee Representatives:* Members of the Committee who have been police checked and assessed as 'fit and proper persons' under the Children's Services Regulations 1998.

## **6. Policy Statement**

### **Values**

This CCK is committed to:

- The safe and orderly delivery and collection of children being cared for or educated by the CCK.
- Fulfilling its duty of care to all children.
- Encouraging families to deliver and collect their child/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 carer.
- Complying with all legislative requirements.

### **Purpose**

To provide clear guidelines for parents/guardians or carers, Committee and staff in relation to their responsibilities relating to the delivery and collection of children at the CCK.

## **7. Procedures**

Delivery of the child to the Croydon Central Kindergarten Inc.

On arrival please reverse park in the car park for children's safety.

The doors will be opened at the commencement of each session.

- On arrival please close the gates behind you.
- An attendance book will be provided in which parents/guardians or carers will sign in their child/children on their delivery to the CCK and list the actual time of delivery. This is located in the porch area.
- The staff will complete this task if for any reason it is not completed by the parent/guardian or carer.
- Once the attendance book has been signed and time of delivery entered by the parent/guardian or carer or the parent/guardian or carer leaves the CCK, the supervision of children on the premises becomes the responsibility of the staff members at the CCK.

### **Collection from the Croydon Central Kindergarten Inc.**

The doors will be opened at the end of each session and parents/guardians are asked to wait at the playroom door until their child has been dismissed from the mat by a staff member.

- An attendance book will be provided in which parents/guardians or carers will sign out their child/children on their collection from the CCK and list the actual time of collection.
- The staff will complete this task if for any reason it is not completed by the parent/guardian or carer.
- 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 carers while they are still on the premises.
- 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 a person authorised to collect the child, could put the child at risk, they will seek an opinion from another staff member and/or Committee members before making a decision.

### **Before and after the program**

- If parents/guardians or carers and their children are on the premises of the CCK prior to a program commencing, the supervision of any child will be the responsibility of the parents/guardians or carers.
- While parents/guardians or carers and their children are welcome to remain on the premises of the CCK after a program has concluded, the supervision of any child will again be the responsibility of the parents/guardians or carers.
- Staff will be involved in non-contact duties at the CCK both prior to the program commencing and after its conclusion.
- Only allow the child or children in your care through the security gates.
- Hold your child's hand in the car park

### **Responsibility for children who accompany their parents/guardians/carers, but are not enrolled in the program operating at that time**

The supervision of children who accompany their parents/guardians or carers, but are not enrolled in the program operating at the CCK at that time, is the responsibility of the parents/guardians or carers while they are on the premises.

### **Procedure in relation to the late collection of a child**

In a situation where the parent/guardian or carer is 15 minutes late in collecting their child and has not notified the CCK that they will be late, the staff will:

- Contact the parents/guardians or carer of the child and if they are not available, the other persons authorised to collect the child, requesting that they collect the child.
- If the parents/guardians or carers or authorised persons cannot be contacted, or they are unable to collect the child, or the child will not be collected within the staff's rostered hours, the staff will contact the licensee representatives.
- Continue to attempt to contact the parents/guardians or carers and authorised persons.

In situations where a parent/guardian or carer has not collected their child from the CCK by the end of the staff's rostered hours, the staff will remain on the premises with the child until relieved by licensee representatives. Two adults will remain on the premises with the child at all times.

In a situation where the parent/guardian or carer or authorised persons cannot be contacted by the end of the staff's rostered hours:

- The licensee's representatives and/or staff caring for the child will continue to attempt to contact the parents/guardians or carers and authorised persons.
- A licensee's representative, or the local police may be requested to visit the parents/guardians or carers address to ascertain if there is a problem/illness.
- The licensee representatives or staff will notify the regional Children's Services Adviser at the DHS of the current situation and procedure being undertaken. If the Children's Services Adviser cannot be contacted, they will document the date, time and reason for the call, and contact the Children's Services Adviser as soon as possible.
- After a period of time determined by the licensee's representative in consultation with staff, the licensee representatives or staff member will contact the DHS Child Protection Services stating the CCK is unable to contact parent/guardian or carer or emergency contacts for the child/children.
- The licensee representatives or the staff will follow the advice given to them by the Child Protection Services.

### **Late Collection Fee**

It is the responsibility of parent/guardian's to collect their child promptly at the conclusion of the session. The Committee recognises however that there may be isolated occasions when parents/guardians may be delayed through no fault of their own. The Committee also has a responsibility for staff who have other tasks to complete after the conclusion of the session and who must be paid if they remain after their rostered finishing time.

A late collection fee may be applied when:

- The parent/guardian is between 15 and 30 minutes late in collecting their child. The fee will be based on \$5 for every ten minutes, or part there of, from the conclusion of the session.
- The parent/guardian is over 30 minutes late collecting their child. The fee will be based on \$5 for every ten minutes, or part there of, for the first 30 minutes from the conclusion of the session and then \$10 for every ten minutes or part there of, after that.

The procedure for the recovery of a late fee is set out in the CCK's Fees Policy.

## 8. Key Responsibilities and Authorities

The Committee is responsible for:

- Implementing and approving any changes to the policy.

The staff is responsible for:

- Making the attendance book available for parents/guardians or carers to enter the time children are delivered and the time their children are collected from the CCK.
- Ensuring that the attendance book accurately reflects the attendance of children in the program.
- Signing the attendance book if for any reason it is not completed by the parent/guardian or carer. Staff will monitor the attendance book regularly. This includes immediately prior to the commencement of the program, during the program and after collection of children from the program.
- Making sure that where a late fee could apply, that the time is accurately entered into the attendance book, the reason for the late collection is documented and the Committee is notified.
- Staying at the CCK with a child until the child is collected, or a licensee representative relieves them, or the advice from the DHS Protective Services is implemented and the child is no longer at the CCK.

The parents/guardians or other carers are responsible for the supervision of their children:

- Not enrolled in the program.
- Prior to and after signing the attendance book for the children enrolled in the program.

## 9. Resources and Support

### Related documents

- Fees Policy
- DHS preschool funding criteria
- Enrolment records
- *Legal Aspects of Child Care* [Available from Victoria Legal Aid.]
- *DHS Children's Services Licensing Operational Guide*.

### Telephone numbers

DHS Child Protection Services after hours toll free number – **131278**.

## 10. Evaluation

In order to assess whether the policy has achieved the values and purposes set out under 6. Policy Statement, the Committee will:

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