

	<b>ALPINE CHILDREN'S SERVICES INC</b>	Approved: June 2006 Last Review: July 09 Review Date: June 10
---	---------------------------------------	---

<b>POLICY NAME</b>	<b>DELIVERY, COLLECTION AND LATE FEE</b>
--------------------	--

<b>REGULATORY:</b>	<b>Alpine Children's Services Committee of Management</b> <ul style="list-style-type: none"> <li>• Children's Services Regulations 2009</li> <li>• Delivery and Collection of Children Practice Note from Department of Education and Early Childhood Development, May 2009.</li> </ul>
<b>SOURCES and PROCEDURAL REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Alpine Children's Services Children Orientation Policy and Procedure</li> </ul>

<b>POLICY</b>
---------------

A duty of care exists at all times 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. This policy outlines the delivery and collection process to be carried out at each centre. This policy also covers the details of the late fees.

**Procedures**

Enrolment Document

Enrolment documentation needs to be complete prior to the commencement of childcare. Any child who has asthma/anaphylaxis must complete an Asthma/Anaphylaxis Action Plan that needs to be signed by their doctor. The enrolment documentation needs to be updated as required. The service requires that a new enrolment document is completed annually for all children.

Delivery Process

The adult delivering the child to the centre must complete the sign-in book in the appropriate room. These details must include the child's name (his/her given name and surname), date, a contact phone number, expected time of collection and the name of the expected authorised person who will be collecting the child. If this person does not sign the child in a staff member must do this.

Collection Process

The adult collecting the child from the centre must be authorised to do so as per enrolment form. The adult must complete the sign-in book in the appropriate room. These details must include a signature and time. Any necessary accident/incident/medication forms must also be completed. If this person does not sign the child out, a staff member must do this.

### Details of Late Fees

#### First Time

A warning and a once-off fee of \$10 will apply for the first time a child is collected up to ten minutes late from his/her session. If a child is collected more than ten minutes late from his/her session regular late fees will apply.

#### Regular Late Fees

When a child is collected up to five minutes late from his/her session, a late fee of \$10 will apply. A further \$10 **per child** will be charged for each additional one (1) minute thereafter. This applies to all sessions (morning, afternoon, respite and full day). It should be further noted that late fees will be charged even when one child is collected on time but a sibling in another room is collected late from his/her session.

#### Who is authorised to collect the child from the children's services?

The parents/guardians automatically have the right to collect the child unless this right has been altered by a court order. If a parent/guardian authorises other persons to collect the child, the enrolment form must include the name, address and telephone number of these persons. Alpine Children's Services recommends that each family authorises a sufficient number of people to ensure there is always someone legally entitled to collect or deliver the child.

#### What to do if an unauthorised person attempts to collect the child?

It is a breach of the Children's Services Regulations to give a child into the care of a person other than someone who is authorised to collect the child. While written authorisation is always preferred, a parent/guardian may, on occasion, provide a *verbal* authority to the children's service. In this instance the staff member will need to be confident that it is the parent/guardian who has provided the authorisation and proof of identity of the person collecting the child. The parent/guardian is expected to provide *written* authorisation for that person on the child's enrolment records when they next visit the service.

#### *Example*

*A mother has to attend an unplanned after-hours meeting at work. The two other persons authorised to collect her child are also unavailable. She telephones that service to advise that she has asked her neighbour to collect the child but speaks to a staff member. The staff member advises the mother that the neighbour will be asked to verify her identity. Upon arrival at the centre the neighbour is asked for her driver's licence or other identifying information and asked to sign the child out of the attendance book.*

If an unauthorised person attempts to collect the child without written or verbal request of the parent, the service must not give the child into the care of the unauthorised person. The exception to this is in the instance of the unauthorised person displaying aggressive, violent or similar behaviour. In this instance another staff member should attempt to call the police. The service may release a child to an unauthorised person if the staff member's safety is compromised. If the police have not been called, they must be called immediately the unauthorised person has left the service. The child's parent/guardian must also be contacted immediately

Exercising judgement about safety of giving the child into that persons' care

No matter who is collecting the child, the children's services 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.

For this reason, a child should not be given into the care of a person if a licensee or staff member have reasonable doubts that doing this would place the child in danger, even if the person in questions has lawful authority to collect the child. Situations when this may occur include:

Parent or other person who is authorised to collect the child seems to be ill, or affected by alcohol or drugs, and does not appear to be able to safely care for the child.

Young person who is authorised to collect the children, for example a sibling, does not seem sufficiently mature to safely care for the child.

When a child is delivered early

If staff members are present at a service, the staff may choose to allow children and their parent/guardian into the centre prior to the opening time. HOWEVER,

- children must only be signed into the care of the service at/after the service's opening time, and
- parents/guardians may only leave their child at/after the service's opening times.

When a child is not collected

A staff member will contact the parent/guardian after 5 minutes if a child is not collected after their booked session. If the parent/guardian is unable to be contacted, staff will contact the adults noted on the child's enrolment form who are authorised to collect that child.

If after 30 minutes, no-one can be contacted, a staff member will contact the local police. A police officer will be requested to come and collect the child. A staff member is not requested but may elect to:

- travel with the child in the police vehicle, or/and
- stay at the police station with the child.