DELIVERY AND COLLECTION OF CHILDREN

The policy is guided by the paramount consideration that children's safety, rights and best interests are upheld above all other considerations in all decisions, actions and practices.

Our education and care service is committed to the safe delivery of children to, and collection from, our service. We have detailed processes, procedures and practices in this regard and ensure that all educators and staff implement them. Children are considered to be under the care of an education and care service at the point the service is taken to assume responsibility for their care and wellbeing. At this point the National Law and National Regulations apply.

We are committed to creating and maintaining a child safe environment where children are protected, feel safe, respected and empowered, and where their rights, interests and wellbeing are central in all decisions and actions. We recognise that keeping children safe is a shared responsibility that requires strong leadership, a positive organisational culture and ongoing commitment at every level of our service.

People authorised to collect children must follow the visitor, drug, alcohol smoke and vape free, code of conduct, child safe environment and digital policies

In accordance with regulation 99, a child may only leave the education and care service premises under any of the following circumstances:

- a parent/guardian or authorised nominee collects the child
- a parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- a parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- a parent/ guardian or authorised nominee provides written authorisation for transportation of the child.
- the child requires medical, hospital or ambulance treatment, or there is another emergency.

Accurate arrival and departure documentation is a legislated requirement in all services approved by the Regulatory Authority and is necessary to claim Child Care Subsidy (CCS). A record is also required for days that a child has been absent along with the reason for the absence for all approved CCS services. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures.

Arrival and departure times are planned to promote a smooth transition between home and our Service. The opportunity to build secure, respectful and reciprocal relationships between children and

families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

Related Guidelines, Standards, Frameworks

- National Quality Standards for Early Childhood Education and Care and School Age Care: Standard 2.2 Element 2.2.1, Standard 6.1 Element 6.1.2, Standard 6.2 Element 6.2.1.

Related Legislation

- Education and Care National Law Act 2010: Sections 165, 167, 170
- Education and Care National Regulations: 99, 102, 102(D), 157-161, 168(2)(f), 176
- Family Law Act 1975
- Australian Child Protection Legislation https://aifs.gov.au/cfca/publications/australian-child-protection-legislation

Sources

- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au

RELATED POLICIES

Acceptance and Refusal Authorisation Policy	Incident, Injury, Trauma and Illness Policy
Administration of Medication Policy	Orientation of New Families Policy
Child Protection Policy	Privacy and Confidentiality Policy
Child Safe Environment Policy	Safe Arrival of Children Policy
Code of Conduct Policy	Safe Transportation Policy
Dealing with Infectious Diseases Policy	Student, Volunteer and Visitor Policy
Emergency and Evacuation Policy	Work Health and Safety Policy
Enrolment Policy	

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, management, students, volunteers and visitors of the Service.

GOALS / WHAT ARE WE GOING TO DO?

- Keep an accurate record of child attendance to ensure that there is a record of the children being cared for or educated by the service and that the correct child/staff ratios are being met by the service.
- Practical and safe approaches to the delivery and collection of children at the education and care service or service transportation, will promote a smooth transition between home and the service, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody and that the service is meeting its duty of care obligations under the law.

STRATEGIES / HOW WILL IT BE DONE?

Attendance records
The approved provider of an education and care service must ensure that a record of attendance is kept for the service that:

- records the full name of each child attending the service; and
- records the date and time each child arrives and departs; and
- is signed in by one of the following persons at the time that the child arrives and departs:
    - the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
    - a nominated supervisor or an educator.
    - a person authorised on the enrolment form as emergency contact or collection.

(Education and Care Services National Regulations, Chapter 4, Part 4.7 , Division 1 , Subdivision 1)

Enrolment records are kept for each child enrolled in the Service including the name, address and contact details of

- any emergency contacts
- any authorised nominee
- any person authorised to consent to medical treatment or administration of medication
- any person authorised to give permission to the educator to take the child off the premises
- any person who is authorised to approve the Service to transport the child or arrange transportation of the child

- details of any court order, parenting orders or parenting plan
- authorisations for the service to take the child on regular outings
- authorisations for the service to take the child on regular transportation
- any medical management plan, anaphylaxis medical management plan (ASCIA) or risk minimisation plan

Review of the Attendance Record

- Staff will regularly review the attendances via the software to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- Prior to closing the service, two staff members must verify all children have been signed out of the centre. If a child is not signed out, educators/staff members will check against written rolls, physically check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains. Educators will then sign the child out, once they are sure there are no children in attendance.

Authorised Nominees

- On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised nominees will be required to show photo ID to the Director / Responsible Person / Office Manager prior to collecting the child and signing out child/ren for the first time.
- Copy of authorised nominee ID will be identified and kept on the child's file.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.
- Parents/guardians are to advise the centre if someone different is picking up their child, either verbally or by email. This is then recorded in the Staff Daily Communication Book and a copy of email held in child's file. The person collecting the child will be required to show photo ID to the Director / Responsible Person / Office Manager prior to collecting the child and signing out child for the first time.
- **Please note:** Both parents have lawful authority of their children and are consequently permitted to remove children from the centres' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information.

- In the case of a separated family, either biological parent is able to add an authorised nominee in writing unless a court order is provided to the Nominated Supervisor / Director stating that one parent has sole custody and responsibility

Concerns for the Safety, Health and Wellbeing of Children

Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. If staff members are concerned for a child's safety or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact an authorised nominee to collect the child. They will also follow procedures to protect the safety of children and staff as per Child Protection Law and Child Protection Policy, contact the Police and other regulatory authorities (Child Protection Hotline 132 111) as required.

Situations when this may occur include:

- when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to care for the child safely;
- when a young person who is authorised to collect the child, for example, a sibling, does not seem sufficiently mature to care for the child safely. It is our policy that we do not allow authorised nominees under the age of 18 to collect children [recommendation- not mandated]

LATE COLLECTION OF CHILDREN

- If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two educators remain until all children are collected.
- If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child
- If they have not arrived by 5:45pm the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the nominated supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child
- Due to licensing and insurance purposes, if by 5:45 pm neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities
- If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- Where families are continually late to collect children, a *Late Collection of a Child Letter and a Late Fee* will be given to parents/guardians

- Should this non-compliance continue, the Service reserves the right to terminate a child's enrolment.

ROLES AND RESPONSIBILITIES

Role	Authority/Responsibility For
Approved Provider	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children at all times.
Nominated Supervisor / Director	• Provide supervision, guidance and advice to ensure adherence to the policy at all times. • All new educators and staff are provided with an induction to the Service including an understanding of this policy • All educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child. Families are aware of this Delivery and Collection of Children Policy. • Adequate supervision is provided when children arrive and depart the Service premises • Ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment). • Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service – except when: ○ permitting entry would pose a risk to the safety of the children and staff or conflict with any duty of the Approved Provider, Nominated Supervisor or educator under the National Law, or ○ the Approved Provider or Nominated Supervisor reasonably believes that permitting the parent's entry would contravene a court order.

Role	Authority/Responsibility For
	• Ensure an unauthorised person (as defined in the National Law) does not remain at the service while children are present unless the person is under direct supervision or is an authorised person.
Early Childhood Educators	• Ensure accuracy of attendance record at all times. • Be available for individual greeting and settling of children- provide consistency • Provide a supportive and welcoming environment for children and families to assist with separation and settling. • Follow all service procedures regarding the delivery, collection and transportation of children. • Educators greet and farewell parents and caregivers directly. • Check attendance records against rolls throughout the day and in the case of an emergency to account for all children present at the Service • Complete headcounts throughout the day including during morning and afternoon handover, transition times, emergency evacuations and excursions, and record digitally using HubHello software program. • Check an *Administration of Medication Record* has been completed (if required) and store medication appropriately, away from children's reach • Provide a labelled locker for your child to identify where their belongings are stored. • The Office Manager or Director will contact the family to confirm their status and ensure their well-being (best practice), if a child has not arrived at the Service by 10am for their booked attendance and no notification has been received.
Families	• Completely fill in the details of the attendance at the service upon arrival and at the time of departure, including signature. • Communicate any changes of routine with educators. • Communicate about a child's medication needs, or any other important or relevant information with educators. • Leave your child in the direct care of a staff member.

Role	Authority/Responsibility For
	• Ensure educators are aware your child has been collected from the service. • Provide the service with any court orders relating to your child. • Follow the services Safe use of digital technologies and online environments policy and Parent/visitor code of conduct policy • Are required to arrive to collect their child/children by 5:45pm • Are not to give their front door code to anyone. All parents and authorised nominees will be given their own code. This is for the protection of the children, educators and family members

CONTINUOUS IMPROVEMENT/REFLECTION

The *Delivery of children to, and collection from Education and Care Service Policy* will be reviewed on an annual basis in conjunction with children, families, educators and staff.

REVIEW

POLICY REVIEWED BY	Rebecca Innes	Director	4/6/26
POLICY REVIEWED	June 2026	NEXT REVIEW DATE	June 2027
VERSION NUMBER	V4.6.26		
MODIFICATIONS	• Updates to the NQF review and National regulations April 2026 • Updates to the NQF review and National regulations 1 September 2025 •		
POLICY REVIEWED	DECEMBER 2024	NEXT REVIEW DATE	DECEMBER 2025
VERSION NUMBER	V15.12.24		
MODIFICATIONS	• annual policy maintenance (changed from January to December) • minor formatting edits within policy • sources checked for currency and updated as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE

JANUARY 2024	• annual policy maintenance • regulations and content added re: Safe Arrival of Children • removal of statements that were introduced during the COVID pandemic re: COVID-19 risk assessment/management/AHPPC sources • sources checked for currency	JANUARY 2025