



DELIVERY OF CHILDREN TO, AND COLLECTION FROM EDUCATION AND CARE SERVICE PREMISES POLICY

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

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.

To ensure the health and safety of children at our Service our *Delivery of children to and collection from Education and Care Service Premises Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register via QK kiosk is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services
157	Access for parents

158	Children’s attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

RELATED POLICIES

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

We aim to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child’s enrolment form.

SCOPE

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

IMPLEMENTATION

Our Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators and staff implement these.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of this *Delivery of children to, and collection from an Education and Care Service Premises Policy*
- adequate supervision is provided when children arrive and depart the service premises
- relevant educator to child ratios are adhered to at all times
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent / guardian or authorised person or in accordance with written authorisation as per Regulation 99
- 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 authorise the education and care 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 or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)

- 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 (including procedures of what to do when an unauthorised person attempts to collect a child).

ARRIVAL AT SERVICE

- all children need to be signed in by an authorised person. Note: the signing in of a child is verification of the accuracy of the attendance record. Information required on the register includes the child's name, the date and time they arrive and the signature (or online signature) of the person dropping off the child
- the parent/authorised nominee must also advise staff who will be collecting the child/children via the expected departure form.
- children are required to wash their hands upon arrival or use the hand sanitiser provided
- families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting
- should families forget to sign their child/children in, National Regulations require the nominated supervisor or an educator to sign the child in
- sign in sheets/attendance records are to be used as a record in the case of an emergency to account for all children present at the Service
- children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building
- a child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child
- the educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust.
- a locker will be made available to children and their families. A locker will be labelled for your child to identify where their belongings are stored
- in the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

DEPARTURE FROM THE SERVICE

- The child may only leave the relevant premises if the child:
 - is given into the care of:-
 - a parent of the child; or
 - an authorised nominee named in the child's enrolment record;
 - or a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
 - leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
 - is taken on an excursion; or
 - is transported by the service or on transportation arranged by the service; or
 - is given into the care of a person or taken outside the premises—
 - (i) because the child requires medical, hospital or ambulance care or treatment; or
 - (ii) because of another emergency (Reg.99)
- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and on the expected departure sheet. This person is to be named on the enrolment form or added in writing to management as an authorised nominee or authorised person for the child.
- photo identification must be sighted by a primary contact educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form
- all children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service including each child's name, date and time they depart. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or educator.
- parents/guardians or authorised person are required to arrive to collect their child/children by 6.30pm.
- no child will be withheld from a biological parent named on the enrolment form or a child's birth certificate unless a current court order is on file at the Service
- in the case of a particular person (including a biological parent) being denied access to a child, the Service requires a written notice (court order) from a court of law.
 - educators will attempt to prevent that person from entering the service and taking the child however, the safety of other children and educators must be considered.
 - educators will not be expected to physically prevent any person from leaving the service

- in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
- where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the service.
- a court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, family members are asked not to give our front door code to anyone other than those absolutely necessary.
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- nominated supervisor/responsible person will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 (unless they are the child’s parent) to collect children.
- if the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - discuss their concerns with the person, without the child being present if possible, and
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Register*)
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes
- children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency Evacuation Policy*
- details of absences during the day will be recorded.

VISITORS

Our Service will ensure no child or children are left alone with a visitor, student or volunteer.

- to ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Service must sign in when they arrive at the service and sign out when they leave.

- visitors who may come into direct contact with children are required to submit their Working with Children Check to be verified by the approved provider.
- visitors will remain under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service

LATE COLLECTION OF CHILDREN

- if there are children still present at the Service upon closing, two educators will 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 6:30pm 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 6:30pm 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 a 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* will be presented to parents/guardians
- should this non-compliance continue, the Service reserves the right to terminate a child’s enrolment.

RELATED RESOURCES

Authorisation Form	Late Delivery of a Child Letter
Alternative Authorisation Form	Safe Travel Agreement Form
Late Collection of Child Letter	Refusal of Authorisation Register
	Visitor sign in sign out record

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.

SOURCES

- Australian Children’s Education & Care Quality Authority. (2014).
- Australian Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
- Australian Children’s Education & Care Quality Authority (ACECQA). 2023. [Policy and Procedure Guidelines. Delivery to, and Collection from Education and Care Services](#).
- Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022](#)
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law Act 2010. (Amended 2023).
- [Education and Care Services National Regulations](#). (Amended 2023)
- National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services*. (5th Ed.).
- Revised National Quality Standard. (2018).
- Safe Work Australia (2020)
- [Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Megan Hipkiss	Centre Support	Feb 24
POLICY REVIEWED	JANUARY 2024	NEXT REVIEW DATE	JANUARY 2025
VERSION NUMBER	V14.01.24		
MODIFICATIONS	<ul style="list-style-type: none"> 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 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
JANUARY 2023	<ul style="list-style-type: none"> annual policy maintenance removal of COVID-19 risk mitigation strategies (services may amend to suit their unique context) additional information added to ‘Continuous Improvement’ section Childcare Centre Desktop Related resources section added link to Western Australian Education and Care Services National Regulations added in ‘Sources’ 	JANUARY 2024	

OCTOBER 2021/JAN2022	<ul style="list-style-type: none"> • Policy reviewed to align with Policy Guidelines from ACECQA August 2021 • Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles • minor edits to reflect changes to ECEC services re: COVID-19- statements in red must be contextualised to each service. • Policy reviewed as part of annual review cycle. No additional changes 	JANUARY 2023
JANUARY 2021	<ul style="list-style-type: none"> • review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in may be adjusted to suit individual services in each state/territory • sources checked for currency • minor edits 	JANUARY 2022
JUNE 2020	<ul style="list-style-type: none"> • addition to introduction of policy • updated to include risk mitigation measures for arrival and departure due to COVID-19 • additional hygiene procedures added- re handwashing • additional related policies • additional sources added 	JANUARY 2021
JANUARY 2020	<ul style="list-style-type: none"> • Additional relevant regulations added • Related policies updated • Late Collection information added and reworded • Sources checked for currency 	JANUARY 2021
JANUARY 2019	<ul style="list-style-type: none"> • Introductory statement and purpose re-written • Rearranged the order of points for better flow • Points added (Highlighted). • Sources/references alphabetised. 	JANUARY 2020
JANUARY 2018	<ul style="list-style-type: none"> • Minor changes made to support compliance • Related policy section added 	JANUARY 2019
OCTOBER 2017	<ul style="list-style-type: none"> • Updated the references to comply with revised National Quality Standard 	SEPTEMBER 2018
JANUARY 2017	<ul style="list-style-type: none"> • Regulation amendments have been incorporated 	JANUARY 2018