



Delivery of children and Collection of children from Education and Care services premises policy

AIM:

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 for before and after school care, and vacation care. 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 is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

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
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Reg. 99
- all educators are provided with information on how they will verify the identity of an authorised nominee, or a person authorised by the parent or



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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.
- families will be reminded to sign their child/children into the service
- 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
- 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
- in order 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

ELECTRONIC SIGN IN/OUT (ESI)

- All authorized people will use the Electronic sign in to sign children in/out of the service.
- The authorized person will enter their telephone number and 4-digit pin number, select sign in/out and save
- No person is to use the telephone number and pin of another person as all authorized people must have their own ESI to ensure the correct records are maintained on who drops off and picks up children which is a legal requirement.
- If someone is collecting a child as a one-off arrangement that has been communicated by text/email, a copy of the persons identification will be taken and an educator will sign the child out.
- Copies of identification and messages for one off collections will be kept in the notes section of the child's file.

DELIVERY TO SCHOOL

Educators and staff will:

- implement procedures for the safe handover of children between our service and school
- accurate attendance records are kept up to date recording:
 - the time and date children arrive and depart the service
 - the signature of the person who has collected or delivered the child to our service
- will be signed out of the service and escorted to the designated before-school play area



ABSENT OR MISSING CHILDREN

- parents must advise the service staff as early as possible of their child/children's absence from school
- if a child is collected from the school early due to illness or other reasons the parent must notify the service via phone call or text message
- if a child does not arrive at the service at the expected time an educator will:
 - contact the school and confirm the child attended school
 - contact the parents or authorised nominee to determine the location of the child
 - contact the nominated supervisor/responsible person to advise of the situation
 - where possible, help conduct a search of the school
 - liaise with Police, emergency services and parents as required
- contact the school principal or delegate
- if the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know
 - complete an incident, injury, trauma and accident record as soon as possible

MISSING CHILDREN

If a child is considered missing, an educator or staff member will:

- Contact the police by dialling **000**
- Contact the child's parents
- Contact the school to inform them of the missing child
- Ensure that other children remain appropriately supervised
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident

DEPARTURE FROM THE SERVICE

- Children may only leave the service premises if the child leaves:
 - in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - taken on an excursion or on transportation provided or arranged by the service with the written authorisation of the child's parent or authorised nominee; or
 - given into the care of a person or taken outside the premises because:
 - the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to bush fire, flood, severe storm)
- in the case of an emergency, where the parent/guardian or a previously authorised nominee is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick



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up the child. This contact must then be confirmed in writing to the service (email, text, or letter).

- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to Management as an authorised nominee for the child.
- photo identification must be sighted by an 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-authorised nominee) when the child is collected from our service. 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 are required to arrive to collect their child/children by 6.30pm
- no child will be withheld from an authorised contact or biological parent named on the enrolment form 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
- 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 supervisors 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 emergency contacts/ authorised nominees under the age of 16 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



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- 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
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms and 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.

LATE COLLECTION OF CHILDREN

- 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 contacts 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 Children letter will be presented to parents/guardians
- should this non-compliance continue, the Service reserves the right to terminate a child's enrolment.

CONSIDERATION:

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.



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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 NATIONAL REGULATIONS	
S.162 (A)	Child protection training
S.165	Offence to inadequately supervise children
S.167	Offence relating to protection of children from harm or hazard
S.170	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



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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
172	Notification of change of policies or procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to the regulatory authority
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 Evacuation Policy Enrolment Policy Incident, Injury, Trauma and Illness Policy Confidentiality Policy
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DATE ENDORSED: August 2025

DATE FOR REVIEW AND EVALUATION: June 2030