



Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This Policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

- The person who delivers a child to the Service signs the child into the Service using the Service's electronic sign-in/sign-out system. Educators regularly check that all children present in the Service have been signed in. If a child is present but not signed in, the educator signs that child in on behalf of the parent via the electronic sign-in/sign-out system. In the event of an emergency evacuation or lock down, the Attendance Records are used to account for all children in the Service.
- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service.
- The Nominated Supervisor/Responsible Person notes children's absences in the electronic sign-in/sign-out system.
- Educators refer to the Service's electronic sign-in/sign-out system to check that all children signed in are present throughout the day and to keep track of ratios

Collection

- Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change.
- Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.
- Children are not given into the care of a parent who is prohibited by a court order from having contact with the child.

Delivery and Collection of Children

- No child is released into the care of any person not known to the educators without photo identification.
- The person who collects the child from the Service signs the child out of the Service using the Service's electronic sign-in/sign-out system.
- Educators regularly check that all children who have been collected by their parents have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, educators sign the child out on behalf of the parent using the Service's electronic sign-in/sign-out system as soon as the issue is noted.
- If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure (i.e. missing), the family will be contacted immediately to confirm the child's whereabouts. If the child is not in the family's care, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours.
- If a child has been removed from the service in a manner that contravenes the National Regulations or is mistakenly locked in or locked out of the Service's premises or any part of the premises, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours. (Section 174(2)(a) and Regulation 176(2)(a).
- At the end of each day, educators must check the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes.
- In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service verbally that a person other than an authorised nominee will collect the child. The Service will also require photo identification of the person collecting the child before the child is released.
- Parents are to advise the Nominated Supervisor or the educators on any occasion an authorised nominee will be collecting their child. If this does not occur, and educators cannot contact the parent to confirm the arrangement, the child will not be released into the care of that nominee.
- **If the person collecting the child appears intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to contact police to report their suspicions.**
- When an authorised young person comes to collect the child such as a sibling of the child, and they do not appear to have the maturity to safely care of the child, access to the child may be denied by the person who has responsibility for the child.
- If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. The educator is then to make note of this event which is then placed on the child's file.
- Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission.
- Educators will refer to the *Child Protection Policy* and utilise strategies as required.
-

Delivery and Collection of Children

Responsibilities of parents

- To sign their children in and out of the Service using the electronic sign-in/sign out System.
- For the safety of your child, always leave your child in the care of an educator when leaving the service.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.
- Always ensure that you have informed an educator of you picking up your child.
- To inform the Service in the event of a family member contracting a communicable disease.
- Ensure that any current court orders are handed into the service upon enrolment.

Procedure and forms

- N/A

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regulation	99	Children leaving the education and care service premises
Regulation	102	Authorisation for excursions
Regulation	158	Attendance and enrolment records
Regulation	168	Education and care service must have policies and procedures
Regulation	172	Notification of change to policies and procedures
Regulation	176	Time to notify certain information to Regulatory Authority

NQS	QA2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
NQS	QA6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities

Delivery and Collection of Children

Sources, further reading and useful websites *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf>
- ACECQA. (2017). Reporting requirements about children. <https://www.acecqa.gov.au/resources/applications/reporting>

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service’s commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Dr Brenda Abbey (Author)	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	
2	11 January 2019	Dr Brenda Abbey (Author)	Updated references.	
3	29 January 2020	Dr Brenda Abbey (Author)	Updated references.	
4	30 December 2020	Dr Brenda Abbey (Author)	Updated references	
5	May 2022	ACA NSW	Updated references Added information into responsibilities of parents Highlighted important point on collection under the influence.	December 2023