

# DELIVERY AND COLLECTION OF CHILDREN

Reviewed May 2023  
Page 1 of 2

## POLICY STATEMENT

Children are considered to be under the care of a 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.

A child may only leave the service premises under any of the following circumstances;

- 1) A parent/guardian or authorised nominee collects the child
- 2) A parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- 3) A parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- 4) A parent/guardian or authorised nominee provides written authorisation for transportation of the child
- 5) 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. Accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures.

## GOALS

Our service will 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.

Our service will implement and maintain practical and safe approaches to the delivery and collection of children at the service. This will promote a smooth transition between home and care, assuring the completion of the required records and confirming the child's presence or absence from the service.

At all times, our service will ensure a child's arrival and departure at the service continues their safe care and custody, meeting its duty of care obligations under the law.

## STRATEGIES

### ATTENDANCE RECORDS

A record of attendance kept at the service includes;

Date, full name of each child booked to attend on given day, arrival and departure times, signature of the person delivering and collecting, or the Nominated Supervisor or Educator signing on their behalf.

Our service communication platform, OWNA, records all this information within their system, a copy of which is saved externally and maintained in records for the minimum 7 year period as required (Education and Care Services National Regulations, Chapter 4, Part 4.7, Division 1, Subdivision 1)

### REVIEW OF THE ATTENDANCE RECORDS

Staff will regularly review the attendance sheet 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 all areas of the service and check for evidence that a child may still be present (ie: bags still on hooks, etc) and ensure no child remains. This will be recorded on the Attendance Record.

### 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 from the service. Authorised Nominees must be aged 18 or older.

Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out children if not known to the staff.

Staff members are to check the name on the photo ID against the list of approved persons to collect a child and sign the attendance record in completion.

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 parents/guardians will be contacted immediately.

Both parents have lawful authority of their children and are consequently permitted to remove children from the service's 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 form.

### 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 service. If staff members are concerned for the safety of a child 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.

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 safely care for the child.

Staff will immediately refer to the Child Protection Policy and implement the appropriate strategies.

## ROLES AND RESPONSIBILITIES

### Approved Provider responsibilities

# DELIVERY AND COLLECTION OF CHILDREN

Reviewed May 2023  
Page 2 of 2

- I. 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 responsibilities

- I. Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- II. Ensure children do not leave the service except in accordance with the National Regulations.
- III. Ensure that a parent /guardian of a child being educated and cared for by the service may enter the premises at any time when the child is being cared for by the service, except when;
  - a. 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
  - b. The approved Provider or Nominated Supervisor reasonably believes that permitting the parent/guardian's entry would contravene a court order.
- IV. Ensure an unauthorised person does not remain at the service while children are present unless the person is under direct supervision.

## Educator responsibilities

- I. Ensure accuracy of attendance records at all times
- II. Be available for individual greeting and settling of children
- III. Provide a supportive and welcoming environment for children and families to assist with separation and settling
- IV. Follow all service procedures regarding the delivery, collection and transportation of children
- V. Greet and farewell parents / guardians / authorised nominees directly.

## Family's responsibilities

- I. Completely fill in the details of the attendance at the service upon arrival and at the time of departure, including signature.
- II. Communicate any changes of routine with educators.
- III. Leave their child in the direct care of a staff member.
- IV. Ensure educators are aware that their child has been collected from the service.
- V. Provide the service with any court orders relating to their child.

## National Quality Standards

Quality Area 6: Collaborative relationships with parents and communities  
Quality Area 2: Children's Health & Safety

## Office of the Childrens Guardian: Child Safe Standards

Standard 1: Child safety is embedded in the organisational leadership, governance and culture.  
Standard 3: Families and communities are informed and involved.  
Standard 7: Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.  
Standard 8: Physical and online environments minimise the opportunity for abuse to occur.  
Standard 10: Policies and procedures document how the organisation is child safe.

## Legislation

Education and Care Services National Law Act 2010: Section 165, 167, 170

Education and Care Services National Regulations: Regulations 99, 102, 102D, 157-161, 168(2)(f), 176

Family Law Act 1975

Australian Child Protection Legislation

## RESOURCES / USEFUL LINKS

[www.ACECQA.gov.au](http://www.ACECQA.gov.au)

## MONITORING, EVALUATION AND REVIEW

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved. In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.