



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

## 1.0 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.

## 2.0 SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

## 3.0 PRINCIPLES

### Risk Management

As part of our Risk Management process, our Service *may* introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to this Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

### Best Practice

Our Service is committed to implementing best practice recommendations provided by the NSW Department of Education and Communities, NSW Health and Safe Work Australia.

### Continuous Improvement

We encourage regular and ongoing feedback from staff, children, families and the community in relation to this Policy.

## 4.0 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

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
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
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

## 5.0 DEFINITIONS

WORD/TERM	DEFINITION
Approved Provider / Nominated Supervisor	The Approved Provider / Nominated Supervisor is the person who is in charge of the Service.
Court Order	An official proclamation by a judge that defines the legal relationships between the parties to a hearing, a trial, an appeal or other court proceedings.

## 6.0 ROLES AND RESPONSIBILITIES

### The Approved Provider/Nominated Supervisor/Responsible Person will ensure:

- Adequate supervision is provided when children arrive and depart the service premises.
- Relevant educator to child ratios is always adhered to.
- 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 authorize the education and care service to transport the child or arrange transportation;
  - details of any court order, parenting orders, sole parental responsibility or parenting plan;
  - authorizations 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 minimization 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 unauthorized person attempts to collect a child).

## 7.0 POLICY STATEMENT

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 this 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 the OWNA app 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.

### Arrival at Service

Our Service has an obligation to ensure the health and safety of employees, children, and visitors in our workplace, as far as reasonably practicable. Our Service has implemented the following measures:

- During times of High illnesses families will be asked to enter each room with five adults at a time, to allow social distancing in the small locker room area.
- Any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue, and shortness of breath should not attend our Service under any circumstance.

- Signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres).
- Children will be welcomed outside our Service by an educator if the family wishes to do this and a non-contact device used to sign their child into the Service. It is preferred parents use their own device to sign children in, persons authorised by the parents and nominated in writing must use the OWNA iPad. At all times it is necessary that who will collect the child is nominated if different from the parent. If parents are not using their device or the Preschool device, the Service will not know and may refuse persons collection of the child. In other instances, parents will not receive information from the Preschool that is sent via the OWNA app.
- Hand sanitiser is provided to parents to utilise before and after using the Preschool device for sign in/out.
- 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 of the person dropping off the child. This is also why we need the exact time the child is dropped off (delivered into the centre).
- The parent/authorised nominee must also advise staff who will be collecting the child/children.
- 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 educator to sign the child in.
- Sign in sheets/attendance records via the OWNA app 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. The child must also be signed in as stated above. 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 or if the child records a Medical Condition plan (refer to policy).
- 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, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- Due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with any educators or service staff will be limited and physical distancing will be always adhered to between adults.
- Should families require longer conversations regarding their child's education, these should be conducted via phone or email where possible.
- A locker or shelf space will be made available to children and their families. A sign is posted above the lockers with the name of each child.
- 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

- Children may only leave the Service premises if the child leaves:
  - in accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record; they are not permitted to leave the Service if the Service is not notified or that person's name and details are not on the children's enrolment form; 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; or
  - because the child requires medical, hospital or ambulance care or treatment; or
  - because of another emergency (evacuation due to bush fire, flood).
- In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) 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 up the child. This contact must then be confirmed in writing to the Service (email, text, or letter with the address, phone numbers, relationship to child).
- 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 OWNA app. 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.
- iPads used to sign children out of the Service - the person must disinfect hands before using.
- Parents/guardians or authorised person are requested to arrive to collect their child/children by the child's end session time.
- 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. For the protection of the children and educators.

- 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 18 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 Record*).
- At the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, and storage sheds to ensure that no child remains on the premises after the service closed and complete declaration of this on the daily checklist.
- 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

- 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.
- To minimise the risk of exposure to COVID-19, our Service may restrict the number of visitors to our premises including students on work placements, volunteers, additional family members, delivery of goods or contractors.
- Signage will clearly indicate who is permitted to enter the Service.
- Signage will alert all adults to adhere to physical distancing requirements.
- All visitors must adhere to our *Handwashing Policy* and wash their hands upon arrival and departure of the Service.

## Late Collection of Children

- If there are children still present at the Service 15 minutes after the session has ended then the parents/guardians will be notified, if they cannot be contacted then emergency contacts will be notified and asked to collect the child/ren.
- Instruction to parents; *“Please remember that our educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two educators must stay behind and therefore both must be paid overtime. To cover this, a late fee of \$15 per 15 minutes or part thereof will be charged (e.g., if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)”*.
- If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should plan for someone else to collect their child.

- Due to licensing and insurance purposes, if by **1 hour** 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 Children letter* will be presented to parents/guardians.
- Should this non-compliance continue, the Service reserves the right to terminate a child’s enrolment.

## 8.0 REFERENCES

Australian Children’s Education & Care Quality Authority. (2014).  
 Australian Children’s Education & Care Quality Authority (ACECQA). 20201. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.  
 Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia*. (2009)  
 Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC) Early Childhood Australia Code of Ethics*. (2016).  
 Education and Care Services National Law Act 2010. (Amended 2018).  
[Education and Care Services National Regulations](#). (2011)  
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).  
 Guide to the National Quality Framework. (2018). (Amended 2020).  
 National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services*. (5<sup>th</sup> Ed.).  
 Revised National Quality Standard. (2018).  
 Safe Work Australia (2020)

## 9.0 RELATED POLICIES AND PROCEDURES

Acceptance and Refusal Authorisation Policy	Enrolment and Orientation Policy
Administration of Medication Policy	Handwashing Policy
Child Protection Policy	Incident, Injury, Trauma and Illness Policy
Child Safe Environment Policy	Orientation of New Families Policy
Code of Conduct Policy	Privacy and Confidentiality Policy
Infectious Diseases Policy	Safe Transportation Policy
Coronavirus (COVID-19) Management Policy	Work Health and Safety Policy
Emergency Evacuation Policy	

## 10.0 REVIEW

POLICY REVIEWED BY	Narelle Blachford	Director / Nominated Supervisor
POLICY REVIEW DETAILS		NEXT REVIEW DATE JANUARY 2023
MAY 2022	<ul style="list-style-type: none"> <li>Policy reviewed to align with Policy Guidelines from ACECQA August 2022 and guidelines from Child Care Centre Desktop.</li> <li>Moved to new Policy Template.</li> </ul>	
POLICY REVIEW HISTORY	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
JANUARY 2021	<ul style="list-style-type: none"> <li>Review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in may be adjusted to suit individual services in each state/territory.</li> <li>Sources checked for currency.</li> <li>Minor edits.</li> </ul>	JANUARY 2022
JUNE 2020	<ul style="list-style-type: none"> <li>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.</li> <li>Additional related policies.</li> <li>Additional sources added.</li> </ul>	JANUARY 2021
JANUARY 2020	<ul style="list-style-type: none"> <li>Additional relevant regulations added.</li> <li>Related policies updated.</li> <li>Late Collection information added and reworded.</li> <li>Sources checked for currency.</li> </ul>	JANUARY 2021
JANUARY 2019	<ul style="list-style-type: none"> <li>Introductory statement and purpose rewritten.</li> <li>Rearranged the order of points for better flow</li> <li>Points added (Highlighted).</li> <li>Sources/references alphabetised.</li> </ul>	JANUARY 2020
JANUARY 2018	<ul style="list-style-type: none"> <li>Minor changes made to support compliance.</li> <li>Related Policy service added.</li> </ul>	JANUARY 2019
OCTOBER 2017	<ul style="list-style-type: none"> <li>Updated the references to comply with revised National Quality Standard.</li> </ul>	SEPTEMBER 2018
JANUARY 2017	<ul style="list-style-type: none"> <li>Regulation amendments have been incorporated.</li> </ul>	JANUARY 2018