



## Delivery and Collection of Children Policy 2019

### NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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### National Regulations

Regs	99	Children leaving the education and care service premises
	158	Children's attendance record to be kept by approved provider

### Aim

To ensure the safety and wellbeing of children at all times.

### Related Policies

Acceptance and Refusal of Authorisations Policy  
 Child protection Policy  
 Enrolment Policy  
 Family Law and Access Policy  
 Incident, Injury, Trauma and Illness Policy  
 Infectious Disease Policy

### Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

#### Arrival:

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in, they will be signed in by the nominated supervisor or an educator.
- when an authorised contact is signing out the child they are to please use their own personal phone number and PIN. This will give a more accurate record of data in regards to authorised persons particulars on departure of the child from the service
- An educator will greet and receive each child to ensure the child is cared for at all times.
- Educators will assess the health and wellbeing of each child. Children who are unwell, including those who have symptoms of an infectious disease, or an injury which prevents them from participating in activities, or an injury which a doctor has or would likely say means the child must be excluded from care (e.g. a head injury) will not be permitted to attend until a letter of clearance is provided by a doctor
- A locker or shelf space will be made available to children and their families. All allocated lockers will have each respective child's name listed on the locker/shelve space.

#### Departure:

- All children must be signed out by their parent or person who collects the child 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 an educator.

- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (e.g. in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- 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 anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (e.g. in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity, they will be unable to release the child into that person's care

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
  - discuss their concerns with the parent, if possible, without the child being present
  - suggest they contact another parent or authorised nominee to collect the child
  - inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time, we are due to close the service, the Nominated Supervisor will:
  - (again) attempt to contact the parents or other authorised nominees
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.



- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

### **Purpose**

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service, emergency drills are effectively executed and are a requirement of the Education and Care Services National Regulations 2011.

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service.

### **Strategies**

#### **Attendance Sheet**

A child record of attendance that is kept at the service must include (**Regulation 158**):

- The full name of each child attending the service
- Arrival and departure times; and
- The signature of the person who delivers and collects the child

#### **Review of the Attendance Sheet**

- Staff will regularly review the attendance sheet throughout the day to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in or out, a staff member will sign to confirm that the child is in attendance or has left the service and initial.
- Prior to closing the service, staff member must verify all children have been signed out of the service. (Note: The regulations only require one staff to be on the premises. This is not best practice, however it is how some services operate). If a child is not signed out, educators/staff members will check all areas of the service and look for clues such as bags remaining in lockers, to ensure no child remains. Educators will contact the child's parent/guardian to confirm that they have been collected and this will be noted on the attendance sheet.
- As we use a digital attendance records at Erina kindergarten the responsible person must ensure at the end of shift that all children have been signed out for the day.

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she hasn't yet been signed into the service or has been signed out of the service, and is legally under the care and supervision of the parent/guardian.

A child may only leave the education and care service premises under any of the following circumstances (**Regulation 99**):

- a parent of the child collects
- An authorised nominee named on the child's enrolment record collects
- A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
- Child is taken on an excursion



- The child requires medical, hospital or ambulance treatment, or there is another emergency.

### 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/ren from the service.
- Authorised Nominees should be over 16 years of age to sign a child out. This is not a regulation but best practice. However, if the underage person has written permission then they are permitted to collect.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren if they have never been met by educators at the service.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child. 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 an educator is unable to identify the person trying to collect the child from the service, the parents will be contacted immediately for clarification.
- Please note: Unless there is a prohibition for one or both parents to collect the child from the service, both parents have the authority to remove the children from the premises. The family must provide the service with documentary evidence of any such prohibitions.

### Where there is concerns for the safety, health and wellbeing of Children

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and a staff member feel that the person is unfit to take responsibility for the child, the staff are to bring the matter to the person's attention before releasing the child into their care (**National Law 171**). Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent/guardian or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff are to inform the police of the circumstances, the person's name, and vehicle make/model and registration details. Staff cannot prevent a parent/guardian from collecting a child, but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements, if they feel the parent/guardian is in an unfit state to accept responsibility for the child.

Other reasons why a staff member would try to prevent a child from going home with a parent as well as the above mentioned are:

- when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.
- A parent or authorised person does not have a car fitted with an appropriate child restraint.

### Responsibilities of the Approved Provider

- Ensure the service operates in line with the Children (Education and Care Services) National Law (NSW) 2010 and The Education and Care Services National Regulations 2011 with regard to the delivery and collection of children at all times.
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service (**National Regulation 157(1)**)—except when:



- permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Approved Provider, supervisor or educator under the law or
- the Approved Provider is aware the parent is prohibited by a court order from having contact with the child.

### Responsibilities of the Nominated Supervisor

- Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- Ensure children are adequately supervised and are protected from harms and hazards.
- Ensure children do not leave the education and care service premises except in accordance with the Education and Care Services National Regulations 2011.
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service (**National Regulation 157(2)**)—except when:
  - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Nominated Supervisor, provider or educator under the law or
  - the Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (Authorised person described in **National Law 170(5)** and Inappropriate person described in **National Law 171(3)**) is not at the service while children are present unless the person is under direct supervision.
- Ensure there are procedures in place to ensure that all children have been signed out for the day by the parent/guardian of the child or a responsible person.

### Responsibilities of the Educators

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery and collection of children.
- If you are unsure whether a child should be allowed to leave with the person who has come to collect, do not allow the child to go until you have confirmed permission. Seek advice from the responsible person if unsure.

### Responsibilities of the Families

- Completely fill in the details of the attendance sheet at the service upon arrival and at the time of departure, including signature.
- Communicate any changes of routine with educators whenever necessary.
- Leave your child in the direct care of a staff member at all times.
- Ensure an educator is aware your child has been collected from the service at all times.
- Provide the service with any court orders relating to your child upon enrolment of the child.

### Related Statutory Obligations & Considerations

**Australian Children’s Education and Care Quality Authority (ACECQA)** <http://www.acecqa.gov.au/>  
**Children (Education and Care Services) National Law (NSW) No 104a**

<https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full>

**Children and Young Persons (Care and Protection) Act**

<https://www.legislation.nsw.gov.au/#/view/act/1998/157>



**Department of Education** - <http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care>

**Education and Care Services National Regulations**

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full>

**National Quality Framework (NQF)** - <http://acecqa.gov.au/national-quality-framework/>

**Sources**

**Education and Care Services National Regulations 2011**

**Early Years Learning Framework**

**National Quality Standard**

**Work Health and Safety Act 2011**

**Work Health and Safety Regulation 2011**

**Related Telephone Numbers**

- Early Childhood Directorate 1800 619 113
- ACECQA 1300 422 327
- Police 000
- Office of the Children’s Guardian 8219 3600

**Amendment History**

Version	Amendment	Short Description
100	Approved Provider update	Approved provider update

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

Date: 21<sup>st</sup> January 2019

Version: 100

Last Amended By: Veronica Klumper-Peters

Next Review: 21st January 2020

Position: Managing Director/Approved Provider