

2.5 DELIVERY & COLLECTION OF CHILDREN POLICY

INTRODUCTION

Children are under the care of an education and care service at the point where they are signed into the service until the point they are signed out by either an educator, parent or guardian. At this point, the National Law and National Regulations apply.

A child may leave the education and care service premises under any of the following circumstances:

- A parent/guardian or authorised nominee collects the child.
- A parent/guardian or authorised nominee provides written authorisation for the child to leave the premises.
- A parent/ guardian or authorised nominee provides written authorisation for the child to attend an excursion.
- A parent/guardian or authorised nominee provides written authorisation for transportation of a child.
- 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

- 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 by the service.
- Practical and safe approaches to the delivery and collection of children at the education and care service or service transportation, will promote a smooth transition between home and the service, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody and that the service is meeting its duty of care obligations under the law.

STRATEGIES

Attendance Sheet

A record of attendance, kept at the service, includes:

- The date.
- The full name of each child booked to attend for that day.
- Arrival and departure times.
- Signature of the person who delivers and collects the child or nominated supervisor or educator.

Attendance and Enrolment Records

The Approved Provider of an education and care service must ensure that a record of attendance is kept for the service that:

- Records the full name of each child attending the service.
- Records the date and time each child arrives and departs.
- Is signed by one of the following persons at the time that the child arrives and departs
 - The person who delivers the child to the education and care service premises or collects the child.
 - A nominated supervisor or educator

Review of the Attendance Sheet

- 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 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 centre and look for clues such as bags to ensure that no child remains. This will be recorded in the Attendance Sheet.
- A check is completed at 12 noon midday for accuracy after the half day children have left.
- Staff will add their name to the sign out notes when signing a child in or out when the parent or guardian has failed to do so.
- A headcount will be carried out against the sign-in attendance register on Transparent Classroom at 9:30am each day.

Authorised Nominees

- On enrolment, parents/guardians can provide the names of two or three people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised nominees will be required to show photo ID to educators prior to collecting and signing out child/ren.
- Staff members are asked to check the name on the photo ID against the list of approved persons to collect and child and sign them out in completion. A person is not allowed to collect a child if they do not have ID, or 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 child's parents will be contacted immediately.
- A parent may also email appropriate permission and provide photo evidence of who is to collect their child prior to collection.

Please note: Both parents have a lawful authority of their children and are consequently permitted to remove children from the centres' 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 information.

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 care and education 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.
- 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.

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

ROLES AND RESPONSIBILITIES

Approved Provider

- Ensure Lindfield Montessori operates in line with the Education and Care Services National Law and National Regulations regarding the delivery and collection of children at all times.

Nominated Supervisor

- Provide supervision, guidance, and advice to always ensure adherence to this policy.
- Ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment).
- 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, except when:
 - 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
 - The Approved Provider or Nominated Supervisor reasonably believes that permitting the parent's entry would contravene a court order.
- Ensure an unauthorised person (as defined in the National Law) does not remain at the service while children are present unless the person is under direct supervision of an authorised person.

Early Childhood Educators

- Always ensure accuracy of attendance record.
- 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, collection, and transportation of children.
- Educators greet and farewell parents and caregivers directly.

Families

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

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 school will review this policy every 18 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance of Regulation 172 of the Education and Care Services National Regulations, the school will ensure that families of children enrolled at the school are notified at least 14 days before making any change to a policy or procedure that may have a significant impact on the provision of education and care to any child enrolled at the school; a family's ability to utilise the school; the fees charged or the ways in which fees are collected.



Relevant Legislation	Education and Care Services National Regulations 2011. Reg. 99, 102, 102(D), 157-161, 168 (2)(f), 176 Children (Education and Care Services National Law Application) Act 2010 Sections 165, 167, 170 Family Law Act 1975
Related to NQS QA	National Quality Standard: 2.2, Element 2.2.1 6.1 Element 6.1.2 6.2 Element 6.2.1
Related Policies	Staff and Children Staff Communication Interaction Policy Incident, Injury, Illness and Trauma Medication Procedure Child Protection First Aid Fees Enrolment
Sources & Further Reading	Policy adapted from Community Child care Co-operative

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
April 2021	Checked regulations, updated copy	2023
February 2024	Updated in line with CELA updates	2025