



Grenfell Preschool
+ LONG DAY CARE CENTRE



Weddin Mobile
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Service

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

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).

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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 our *Delivery of Children to, and Collection from Education and Care Service Premises 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 procedure 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.

NOTE:

Procedures for Arrival and Departure at the Weddin Mobile Preschool Service are attached at the end of this policy.

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.



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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 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



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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

RELATED POLICIES

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

SCOPE

This policy applies to children, families, educators, staff, Board of Directors and visitors of the Service.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.



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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 our *Arrival and Departure 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 educators, staff members and communicated clearly to parents, families and visitors.

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 are adhered to at all times
- 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 or parenting plan
 - authorisation 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 minimisation 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



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- 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 unauthorised person attempts to collect a child)

Arrival at Service

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

- 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
- parents and visitors are currently NOT permitted to enter our Service unless this is prearranged with the Approved Provider/Nominate Supervisor (collection of a sick child, interview for enrolment)
- all children need to be checked in by an authorised person. Note: the checking 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
- 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 check 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 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. 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
- in order 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.
- a locker or shelf space will be made available to children and their families.



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- 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; 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)
- 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 sheet. 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 checked out by their parent (or a person authorised by the parent) when the child is collected from our Service. If the parent or other person forgets to check the child out, they will be checked out by the Nominated Supervisor or educator.
- tablets used to sign children out of the service must be disinfected between use/ pens must be wiped with a disinfectant wipe between uses or parents are requested to use their own pen
- children must be signed out on the same sheet that they were signed in on
- parents/guardians or authorised person are requested to arrive to collect their child/children by 6.00pm.
- 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



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- 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, family members are asked not to give **our front door code** to anyone other than those absolutely necessary.
- 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 16 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, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes
- 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.



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Visitors/Students

- 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.
- 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 or use hand sanitiser provided upon arrival and departure of the service.

Late Collection of Children:

- if there are children still present at the Service upon closing, it is best practice to ensure a minimum of two educators remain until all children are collected.
- 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 have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$10 will be charged per child followed by a charge of \$1 per minute, per child until the child is collected. (e.g. if you are 5 minutes late you will be charged \$15 per child (\$10 up front fee plus \$5 for 5 minutes late)”*.
- if parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.
- if they have not arrived by the Services closure time the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.
- due to licensing and insurance purposes, if by the time the Services approved operational hours cease 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.



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Delivery and Collection of Children – WMPS Caragabal Venue

Aim: to ensure the safe arrival and departure of the children attending the service

Arrival:

- Educators will welcome families and children on arrival.
- Families will check their child/children in using the QR code displayed on the window next to the door
- Any medications must be given to an educator and the educator will then fill in the Administration of Medication Form with the parent.
- This is a good opportunity for parents to give staff information such as: their child had a bad night, was up early, this bruise/cut happened at home.
- Children that arrive on the bus will be supervised by school staff until they are collected by the preschool at 9.15am.
- Educators check the children's bags for notes or returned Accident/Incident/Illness/Trauma forms.

Departure:

- Parents and/or authorised persons (listed on enrolment form and family information card) must check the child out using the QR code displayed on the window next to the door
- Names and contacts of at least 2 authorised persons will be recorded on the Enrolment Form and updated as required.
- Children will only be released to authorised persons, who must be over the age of 18 years.
- If the authorised person collecting the child is unknown to staff members he/she will be required to provide photo identification before the child will be released to them.
- Parents are to notify staff verbally, by email or phone if their child is to be collected by someone else. If parents require another person to collect their child, other than stated on the enrolment form, they will be given an Authority to Collect Form to complete (4.8.3).
- In the cases of emergencies parents may notify staff via telephone of the alternative person to collect their child. Two staff members will be required to listen to the phone call to verify that permission has been given for the nominated person to collect their child. Staff will complete a Parental Phone Permission for Authority to Collect Form (4.8.1)



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- If the authorised person who is collecting the child is deemed to be unduly effected by drugs or alcohol by educators, the child will not be released to the authorised collecting person. Educators will use their own discretion to determine if the authorised person is intoxicated by drugs or alcohol. If educators determine that the authorised collecting person is an inappropriate person to collect, they will then contact the other parent and or emergency contact persons. In the event that the parent or emergency contact person cannot be contacted then Nominated Supervisor will be notified. The Nominated Supervisor will then call the Police. The Police will be required to sign the child out. The form 4.8.2 "Authorised person fails to collect the child" will be completed by staff.

Bus Children:

Children catching the bus home will be escorted by an educator to the school at 3.15pm. A staff member at the school will sign each child out on the sign in/out sheet. Before escorting the children to the school, the educator will check the children out using hubhello on the iPad.

Late Collection:

- The hours of operation must be displayed at the entry to the service.
- If a parent fails to collect their child at 3.15pm when the service closes educators will contact the parents. If the parents are unavailable the emergency contacts will be contacted. Late fees will be charged for all children that are collected after 3.15pm – refer to Fee Policy. If the emergency contacts cannot be contacted the Nominated Supervisor will be notified and they will call the Police. Two educators must supervise the child until they have been collected. The form Authorised person fails to collect the child form must be completed.

Court Orders:

- Any court orders should be copied and kept in the relevant child's records and steps taken to ensure compliance. As court orders can be varied, revoked or extended, from time to time, it is important to ensure the information is periodically updated.
- All staff should be notified of any court orders and kept up to date with any changes.



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Delivery and Collection of Children – WMPS Quandialla Venue

Aim: to ensure the safe arrival and departure of the children attending the service

Arrival:

- Educators will welcome families and children at the carpark gate.
- Any medications must be given to an educator and the educator will then fill in the Administration of Medication Form with the parent.
- This is a good opportunity for parents to give staff information such as: their child had a bad night, was up early, this bruise/cut happened at home.

Departure:

- Educators escort the children to the school gate each afternoon the venue is operating
- Parents and/or authorised persons (listed on enrolment form and family information card) must sign the child out of the centre on hubhello on the iPad
- Names and contacts of at least 2 authorised persons will be recorded on the Enrolment Form and updated as required.
- Children will only be released to authorised persons, who must be over the age of 18 years.
- If the authorised person collecting the child is unknown to educators he/she will be required to provide photo identification before the child will be released to them.
- Parents are to notify staff verbally, by email or phone if their child is to be collected by someone else. If parents require another person to collect their child, other than stated on the enrolment form, they will be given an Authority to Collect Form to complete (4.8.3).
- In the cases of emergencies parents may notify staff via telephone of the alternative person to collect their child. Two educators will be required to listen to the phone call to verify that permission has been given for the nominated person to collect their child. Staff will complete a Parental Phone Permission for Authority to Collect Form (4.8.1)
- If the authorised person who is collecting the child is deemed to be unduly effected by drugs or alcohol by staff, the child will not be released to the authorised collecting person. Educators will use their own discretion to determine if the authorised person is intoxicated by drugs or alcohol. If educators determine that the authorised collecting person is an inappropriate person to collect, they will then contact the other parent and or emergency



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contact persons. In the event that the parent or emergency contact person cannot be contacted then Nominated Supervisor will be notified. The Nominated Supervisor will then call the Police. The Police will be required to sign the child out. The form 4.8.2 “Authorised person fails to collect the child” will be completed by educators.

Late Collection:

- The hours of operation must be displayed at the entry to the service.
- If a parent fails to collect their child at 3.15pm when the service closes educators will contact the parents. If the parents are unavailable the emergency contacts will be contacted. Late fees will be charged for all children that are collected after 3.15pm – refer to Fee Policy 4.3. If the emergency contacts cannot be contacted the Nominated Supervisor will be notified and they will call the Police. Two educators must supervise the child until they have been collected. The form 4.8.2 Authorised person fails to collect the child must be completed.

Court Orders:

- Any court orders should be copied and kept in the relevant child’s records and steps taken to ensure compliance. As court orders can be varied, revoked or extended, from time to time, it is important to ensure the information is periodically updated.
- All educators should be notified of any court orders and kept up to date with any changes



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SOURCE

- Australian Children’s Education & Care Quality Authority. (2014).
 Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia.* (2009)
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 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.* (5th Ed.).
 Revised National Quality Standard. (2018).
 Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY	Kim Durham		March 2022
POLICY REVIEWED	OCTOBER 2021/JAN2022	NEXT REVIEW DATE	JANUARY 2023
MODIFICATIONS	<ul style="list-style-type: none"> • Policy reviewed to align with Policy Guidelines from ACECQA August 2021 • Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles • minor edits to reflect changes to ECEC services re: COVID-19- • Policy reviewed as part of annual review cycle. No additional changes 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
JANUARY 2021	<ul style="list-style-type: none"> • review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in may be adjusted to suit individual services in each state/territory • sources checked for currency • minor edits 	JANUARY 2022	
JUNE 2020	<ul style="list-style-type: none"> • 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 • additional related policies • additional sources added 	JANUARY 2021	



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JANUARY 2020	<ul style="list-style-type: none">• Additional relevant regulations added• Related policies updated• Late Collection information added and reworded• Sources checked for currency	JANUARY 2021
JANUARY 2019	<ul style="list-style-type: none">• Introductory statement and purpose re-written• Rearranged the order of points for better flow• Points added (Highlighted).• Sources/references alphabetised.	JANUARY 2020
JANUARY 2018	<ul style="list-style-type: none">• Minor changes made to support compliance• Related policy section added	JANUARY 2019
OCTOBER 2017	<ul style="list-style-type: none">• Updated the references to comply with revised National Quality Standard	SEPTEMBER 2018
JANUARY 2017	<ul style="list-style-type: none">• Regulation amendments have been incorporated	JANUARY 2018