

Delivery and Collection of Children

Avoca Beach Preschool

Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This Policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

- The person who delivers a child to the Service signs the child into the Service using the Service's electronic sign-in/sign-out system. Educators regularly check that all children present in the Service have been signed in. If a child is present but not signed in, the educator signs that child in on behalf of the parent via the electronic sign-in/sign-out system. In the event of an emergency evacuation or lock down, the Attendance Records are used to account for all children in the Service.
- The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service.
- The Nominated Supervisor/Responsible Person notes children's absences using the electronic sign-in/sign-out system.
- Educators refer to the Service's electronic sign-in/sign-out system to check that all children signed in are present throughout the day.

Collection

- Parents complete a new enrolment form each year. Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change.
- Children will only be given into the care of: a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation, over 18 years of age, by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.

Delivery and Collection of Children

- Children are not given into the care of a parent who is prohibited by a court order from having contact with the child.
- No child is released into the care of any person not known to the educators without photo identification.
- The person who collects the child from the Service signs the child out of the Service using the Service's electronic sign-in/sign-out system.
- Educators regularly check that all children who have been collected by their parents have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, educators sign the child out on behalf of the parent using the Service's electronic sign-in/sign-out system as soon as the issue is noted.
- If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure (i.e. missing), the family will be contacted immediately to confirm the child's whereabouts. If the child is not in the family's care, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours.
- If a child has been removed from the service in a manner that contravenes the National Regulations or is mistakenly locked in or locked out of the Service's premises or any part of the premises, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours. (Section 174(2)(a) and Regulation 176(2)(a).
- At the end of each day, educators must check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes.
- Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification.
- In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service verbally that a person other than an authorised nominee will collect the child. If this occurs, the Service will record the date, time and content of the conversation with the parent and the name of the staff member who engaged in that conversation. The Service will also require photo identification of the person collecting the child before the child is released. A photocopy of the photo identification is taken and reference to that photo identification is recorded beside the sign-out details on the Attendance Record. The parent is required to sign and date the Service's record of events on the next occasion the child attends the Service.
- Parents are to advise the Nominated Supervisor or the educators in their child's room on any occasion an authorised nominee will be collecting the child. If this does not occur, and educators cannot contact the parent to confirm the arrangement, the child will not be released into the care of that nominee.
- If the person collecting the child appears intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else

Delivery and Collection of Children

to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. The educator is then to complete a Collection Concern Form which is then placed on the child's file.

- Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission.

Additional safe practices for babies

- To ensure that the critical information required to meet the baby's needs on any given day is obtained from the person bringing the baby to the Service.
- To communicate to the person collecting the child any critical information required to ensure the baby's continued wellbeing and needs can be met.

Responsibilities of parents

- To sign their children in and out of the Service using the electronic sign-in/sign out System.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.
- To inform the Service in the event of a family member contracting a communicable disease.

Procedure and forms

- N/A

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Attendance and enrolment records
	168	Education and care service must have policies and procedures
	176	Time to notify certain information to Regulatory Authority

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
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Delivery and Collection of Children

6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
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Sources, further reading and useful websites *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020
- ACECQA. (2017). Reporting requirements about children. <https://www.acecqa.gov.au/resources/applications/reporting> accessed 30 December 2020

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service’s commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Dr Brenda Abbey (Author)	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	
2	11 January 2019	Dr Brenda Abbey (Author)	Updated references.	
3	29 January 2020	Dr Brenda Abbey (Author)	Updated references.	
4	30 December 2020	Dr Brenda Abbey (Author)	Updated references	
5	June 2021	Jessica Adlard	Updated in staff meeting 29 June Due to current lockdown provisions and following our Covid Safe Plan and Risk Assessment, we will be collecting and delivering children at the entrance to the service to reduce risk of possible infection. Educators will take and collect individual children to their guardians. This will occur during this lockdown period or until advised otherwise from NSW Health and the Dept of Ed.	June2022
6	June 2022	Jessica Adlard Rose Smith	Reviewed in staff meeting 19/07/2022 Emailed to Families.	May 2022
7	May 5 th 2023	Jessica Adlard Rose Smith	May 15 th staff meetings, emailed to families	May 2024

Delivery and Collection of Children