



# Delivery & Collection of Children

## Policy Statement

This policy acts to ensure that:

- We are committed to the safe delivery and collection of children from our service
- We value and respect our families' decisions about their children this includes decisions about the people authorised to collect their children from the service premises
- We acknowledge the important role played by our service educators and staff. They are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from the service premises

## Explanation

In accordance with the Education and Care Services National Law(167):

The Approved Provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

Children's safety and wellbeing is of primary importance and Approved Providers of services must ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of authorised unauthorised persons.

The transition of children to and away from a service requires particular attention particularly given how busy it can be at certain times, and the number of people coming and going from the service. Safeguarding children during their delivery to and collection from the service premises will be enabled by the creation of policies and procedures and an effective process for their implementation.

Children are considered to be under the care of an education and care service at the point the service is taken to assume responsibility for their care and wellbeing.

It is our services' position that only persons aged 18 year or over can be authorised to collect children from our education and care service.

## 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 staffing ratios are being met by the service
- 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, or the school and the service. This ensures a child's arrival and departure at the service continues their safe care

**Policy Created**  
February 2016

**Policy Last Updated**  
July 2022

**Policy Review Date**  
February 2024



## Strategies

### Attendance

A record of attendance will be kept at the service that includes:

- Date
- The full name of each child booked to attend for the session/day
- Arrival and departure times
- Electronic signature using Kidsoft icheckin of the person who delivers and collects the child

### 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 the 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 or collects the child to the education and care service premises
  - A nominated supervisor, responsible person or and educator

### Review of the Attendance Record

- Staff will regularly check the sign in and out record in Kidsoft to ensure its accuracy at all times
- In instances where a parent or authorised nominee has not signed the child in, or out, a staff member will sign that the child is in attendance or has been collected from the service
- Prior to closing the service educators must verify that all children have been signed out and have left the premises. If a child is not signed out educators will verify if the child has been collected, and check all areas of the service to ensure no child remains

### Authorised Nominees

- On enrolment parents/guardians are to provide the names of two additional people apart from themselves who are authorised nominees for the purpose of collecting the child/ren from the service
- Authorised Nominees may be required to show photo ID prior to collecting and signing children out
- Educators will check that the person coming to collect the children is on the list of approved persons
- If an educator is unable to confirm that the person trying to collect the child is authorised, the child's parents will be contacted immediately



## Concerns for the Safety, Health and Wellbeing of Children

Educators will always act in the interest of safety for the child, themselves and other children in the education and care service. If staff 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 that 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:

- When a parent/guardian or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol, or does not appear to be able to safely care for the child

## Roles and Responsibilities

### Approved Provider

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations with regard to the delivery and collection of children

### Nominated Supervisor/Coordinator/Responsible Person

- Provide supervision, guidance and advice to educators to ensure adherence to the policy at all times
- Ensure that a child only leaves the service under 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 service with a person aged 18 years or older
  - A parent/guardian or authorised nominee provides written permission for the child to attend an excursion or regular outing
  - The child requires medical treatment in an emergency
- Authorised persons nominated by the parent/guardian must be aged 18 years or older
- Refer to the “Child Authorisations” Table for further guidance on different scenarios where children might require authorisations
- Ensure the “Child Authorisations” Table is located where it can be easily accessed for quick reference
- Conduct regular “Roll-Call” Checks throughout each session
- Inform parents/guardians upon enrolment of the delivery and collection procedures
- Ensure that a parent of 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
  - Permitting the parent’s entry would contravene a court order



## Educators

- Wear a service vest so it is easy for children to see who is working at the service each session, and who is collecting them
- Ensure accuracy of attendance records at all times
- Ensure attendance records are completed by the person dropping off or picking up the child using Kidsoft icheckin
- Refer to the “Child Authorisations” Table for further guidance on the different scenarios where children might require authorisations
- When the Kidsoft icheckin system is down the following steps should be taken:
  - Inform CCEL
  - Try to hotspot off the service phone
  - Use paper copies to sign the children in or out, ensuring that the child’s full name, date, time of arrival/departure educators full name and signature are recorded
  - Once icheckin is operational again forward the completed paper copy to your Coordinator for filing
- Be available to greet and settle children
- Provide a supporting and welcoming environment for children and families to assist with separation and settling
- Greet and farewell parents and caregivers directly
- Educators will be placed for optimal supervision of the services sign in and out area to ensure they can see all children being delivered and collected from care
- Children must be dropped off or collected from the service by a parent/guardian or authorised nominee, children must not arrive or leave the service without an adult present
- Inform parents/guardians of their responsibility to supervise children until handover has occurred at the beginning of a session, and on departure at the end of the session
- Ensure delivery and collection of children is during the services operating hours, children cannot be left at the service prior to the services opening hours, or after the services closing hours – late collection from the service will incur a late fee
- Educators are responsible for signing the children out at the end of each BSC session and in at the start of each ASC session – signing children in and out of care confirms who is taking care of the child
- Ensure children are signed in as soon as they arrive at the service, or as soon as they leave the service – not retrospectively. This ensures an accurate record of each child’s attendance
- If children are arriving or departing the service on the school bus ensure procedures are in place to record that children have departed on the bus or been collected from the bus, and that children are signed in/out as soon as they have been delivered or collected



- Children arriving or departing the service on a school bus will be escorted by an educator to the bus and will be put on or collected off the bus each session
- Should a child not arrive at the service (this includes children who may catch a bus to the service), or is not waiting at the designated area when expected, refer to the Risk Assessment located in the Operational Diary for guidance on how to proceed
- Ensure that parents/guardians are aware of the delivery and collection procedures, and their child knows where the collection point for ASC is located
- Ensure a separate Bus Risk Assessment is signed by parents/guardians upon enrolment for children who catch buses to/ from BSC or ASC
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect List, Educators may request Photo Identification

## Families

- Ensure that you are aware of the delivery and collection procedures prior to your child's commencement, and that your child knows where the collection point for ASC is located
- Ensure that your child is left in the care of an educator, they are not to be left at the service unattended at any time prior to the opening hours of the service
- Ensure you escort your child up to the service, and collect them upon departure – children cannot arrive or depart from the service without an authorised adult accompanying them
- Ensure delivery and collection of children is during the services operating hours, children cannot be left at the service prior to the services opening hours, or after the services closing hours – late collection from the service will incur a late fee
- Using icheckin sign your child/ren in on arrival and out on departure
- Provide prior notice of an alternate person picking up a child by either texting or calling the service, or sending a message through the Kidsoft Parent Portal
- Ensure educators are aware your child has been delivered to or collected from care
- Provide the service with a court order relating to your child where relevant
- If an adult arrives to collect a child and they have not been seen before, yet are on the Authority to Collect List, Educators may request Photo Identification
- Ensure contact information is up to date in case of an emergency
- Notify the service as soon as possible if your child is going to be absent from care by either calling or texting the service phone, or marking them absent through the Kidsoft Parent Portal

→ **Education & Care Services National Law Section 165, 167, 170**

→ **Education & Care Services National Regulations: 86, 87, 99, 100, 101, 102, 102(a), 102(b), 102(c), 102(d), 122, 123, 157, 158, 159, 160, 161, 168, 169, 170, 171, 172**

→ **National Quality Standards/Elements: 2.2, 3.1, 4.1, 4.2, 6.1, 6.2, 7.1**

→ **Child Safe Standards: 1, 2, 3, 4, 5, 7, 9, 10**



## Children

- Always arrive with your parent/guardian for BSC or Vacation Care
- Always leave with your parent/guardian at the end of ASC or Vacation Care
- Make sure you are dropped off or collected at the door by your parent/guardian
- Wait for your parent/guardian to come in and collect you
- Let an educator know that you are leaving
- Come straight to the meeting place at school for ASC
- Look for the educators wearing the service vests

## Continual Monitoring and Improvement

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Co-ordination Unit Staff accessing current relevant information
- Approved Provider, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

## SOURCES

- Education and Care Services National Regulations, December 2021
- Education and Care Services National Law, January 2022
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017
- Guide to the National Quality Standard, January 2020
- Implementing the Child Safe Standards: A Guide for Early Education and Outside School Hours Care Services, NSW Department of Education, 2021
- A Guide to the Child Safe Standards, NSW Office of the Children's Guardian, 2020
- Be You

### LINKS TO OTHER POLICIES:

- Acceptance & Refusal of Authorisations
- Child Authorisations Table
- Child-Safe Environment
- Enrolment & Orientation
- Incident, Injury, Trauma & Illness
- Refusal of Authorisation
- Regular Outing and Excursion
- Transportation of Children