

Rationale: Delivery and collection of children occurs on a daily basis in all Early Learning Services and has a significant impact on the health, happiness and safety of all children who attend childcare.

COMPONENTS OF THIS POLICY:

1. **DELIVERY OF CHILDREN**
2. **COLLECTION OF CHILDREN**
3. **LATE COLLECTION OF CHILDREN**
4. **ACCEPTANCE AND REFUSAL OF AUTHORISATIONS**

BACKGROUND

Children’s safety and wellbeing is of primary importance, and approved providers and their 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 unauthorised persons.

In accordance with the National Regulations and Law each Early Learning Service requires a written authorisation from parent named in the child’s enrolment record for a person authorised by a parent or authorised nominee for collection of children.

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. The policy safeguards children during their delivery to, and collection from the service premises.

~~The way children are greeted when they arrive at an early learning centre and the interactions they have with educators have a considerable effect on the way children separate from their family, settle into the centre environment in addition to the development of their sense of their being, becoming and belonging.~~

1. DELIVERY OF CHILDREN

OBJECTIVES

- To ensure that copies of the policy and procedures are readily accessible stakeholders and educators are aware of their roles and responsibilities through policy and procedure reviews and reflections
- co-ordinators, educators and staff, and available for inspection
- For each child to be greeted by educators every time they arrive at the centre
- To have a smooth transition process when children and families arrive at the centre
- To ensure children are signed into the service correctly

PROCEDURES

- Familiar educators will to greet every child and their family individually when they arrive at the centre each day
- All authorised persons are required to sign the attendance record stating the child’s time of arrival. This is a legal requirement in the National Regulations and is important for appropriate accessing of CCS for Long Day Care and Family Day Care Centres through the Electronic Sign In (ESI). It also allows educators to ensure all children are accounted for in times of an emergency and that no child remains at the centre following closing time.
- If for any reason a family fails to sign their child in at the beginning of the day educators must

sign in the child record ~~on the sign in document~~ or via the ESI that they acknowledging the child is in attendance and the time they arrived. If this occurs educators are asked to remind families upon collection to sign in

- Families attending Long Day Care and Family Day Care Centres will be prompted to acknowledge their child's absence days when signing in via the ESI

KEY RESPONSIBILITIES

Nominated Supervisor:

- Will ensure that children are safeguarded at the points of delivery through implementing a risk management approach towards supervision of children
- Will ~~train~~ and support educators and families to efficiently use the ESI system to sign children in and out and to ensure access is always available and login is current.
- Ensure that upon enrolment families are advised of the legal requirement to sign their child in every day
- Provide information for families and educators on attachment and separation anxiety to help support children integrating into the centre environment
- To facilitate a smooth transition for children of a morning;
 - ✓ Devise the educators rosters to allow for a familiar educators to greet families where possible
 - ✓ Choose regular educators when booking relief educators where possible

Educators:

- *Will implement active supervision during delivery times by following risk management processes and procedures which is individualised to each Early Learning Service.*
- *Will effectively communicate their locations during children's arrival times and any changes to the needs or requirements of children's arrival routines.*
- Provide an appropriate greeting for each child and their family as they arrive at the centre depending on their individual personalities and needs
- Approach families if their child appears to be having difficulty separating and offer assistance if required. Follow the family's guide as to how and when to intervene in the situation
- Develop a repertoire of techniques that can be utilised to assist children settle into the centre, including but not limited to;
 - ✓ Redirecting the child's attention to a preferred activity such as reading them a book, singing a song, playing with puzzles etc
 - ✓ Providing the level of comfort and affection each individual child requires such as cuddles, holding hands, sitting next to them or giving them the space they need
 - ✓ Developing a regular routine that suits the individual child and informing all relevant educators to facilitate a smooth transition
- Provide a friendly reminder to families if they appear to be leaving the service after dropping off their child without signing the record and offer assistance to use the ESI if necessary

Families:

- Ensure the attendance record is signed upon arrival each time your child attends, clearly stating the time.
- Advise the Centre Director or educators if you are unable to log into or effectively use the ESI

- Ensure educators are aware of your arrival
- Ensure your child is left with an educator only prior to leaving; children are never to be left in a room unsupervised
- Please share any information with educators regarding your child that will help them support your child's needs during the day

2. COLLECTION OF CHILDREN

BACKGROUND

Educators are legally and morally responsible for the safety of all children in their care which extends to who is able to collect children from the service.

OBJECTIVES

- To ensure children are released only to authorised people over 18 years of age or emergency contacts or nominated adults
- To ensure all children's protection requirements are met within the centre environment
- To ensure no child remains at the centre after closing

PROCEDURES

- Only permanent educators are to be responsible for the release of children at collection times
 - Relief educators are not to supervise children without a permanent educator present to ensure children are only released to authorised people
 - Educators are to greet each family member during collection periods and share information regarding their child's day where possible
 - All authorised persons are required to sign the attendance record by logging into the ESI stating their time of departure
 - The Nominated Supervisor and all educators will follow the Children's Protection Requirements Component of the Child Protection Policy to ensure children with protection needs are supported within the centre environment
 - Children will only be released from the centre in the following circumstances;
 - ✓ The person collecting the child is a parent/ guardian or
 - ✓ The person collecting the child is listed on the Emergency Contact section of the child's enrolment form, is over 18 years of age and educators have been informed of who will be picking the child up by their parent/ guardian or
 - ✓ Educators have received a written letter from the parent/ guardian authorising the person to collect the child and they are over 18 years of age or
 - ✓ Educators have received a phone call from the parent/ guardian that has been confirmed by 2 educators, authorising the person to collect the child and they are over 18 years of age.
- *** *Note: If ~~the person who~~ an educator has received verbal permission from the parent/ guardian who is not already listed as an emergency contact, educators must photocopy the persons Photo ID when they arrive at the centre. 2 educators are to visually witness the Photo ID and sign to acknowledge their sighting.*

***** Note: Only in exceptional circumstances the Manager of Children & Family Services or Coordinator of Early Learning Services can approve the collection of a child by an authorised person under 18 year old**

- Children will not be released in the following circumstances;
 - ✓ To a person who is not listed as a contact or
 - ✓ To a person who does not meet the above criteria or
 - ✓ To a parent/ guardian who is not permitted access according to their child's court orders or
 - ✓ The court order limits the parent/ guardian's access to the child and the attempted access is not permitted within these orders or
 - ✓ The person does not have photo identification and is unknown to the educators at the centre

- The last educators on the premises are required to complete a thorough check of the centre to ensure;
 - ✓ No child remains at the centre
 - ✓ All children have been signed out by ensure all children have been signed in and out and save the daily attendance on the ESI
 - ✓ Finalise and co-sign QMF-CS-008 Daily Compliance Checklist acknowledging all children have exited the service and been signed out.

KEY RESPONSIBILITIES

Centre Director:

- Ensure educators complete the QMF-CS-008 Daily Compliance Checklist every day
- Ensure educators are checking and saving daily attendances and absences via logging into the ESI
- Update Emergency Contact Details every 6 months or when information is updated to ensure all details are current
- Will communicate any changes to children's enrolment authorisations to service educators, inclusive of but not limited to additions and withdrawals to emergency contacts and court orders

Educators:

- Ensure a child is only released to authorised people as detailed above
- If an authorised person requires an in-depth conversation regarding their child and if educators are required for active supervision during this time ~~any concerns they may have or situations they would like to discuss, a time will be made if it doesn't interfere with the supervision requirements at that particular time.~~ In such situations, educators will make an appointment for the family member to meet or have a conversation at a mutually convenient time
- Photocopy children's Emergency Contacts photo identification, two educators are to witness and sign the copy, store in the child's information file and any siblings file (if authorised)
- Ensure that once all children have been collected and the QMF-CS-008 Daily Compliance Checklist has been completed educators are checking and saving daily attendances via logging into the ESI

Families:

- Ensure children are signed out of the service via the ESI ~~on arrival and signed out before you collect your child, clearly stating the time of departure.~~
- Centre educators would appreciate a phone call if your child is not able to attend the centre for any reason or will be arriving later than the booked time
- Always inform educators timely of who will be collecting your child if it is different from usual patterns
- Ensure that all people organised to collect your child are;
 - ✓ On your child's Enrolment Form as an Emergency Contact or
 - ✓ You have written a letter or email detailing the Emergency Contact's;
 - Full name and address as displayed on Photo Identification
 - Relationship to your child
 - The date they will collect your child or permission for them to collect at any time

- If this is an ongoing occurrence, ensure the individual is updated as emergency contact in the child's enrolment form

This letter must include your signature and may be written and given to educators at the centre personally, this information may be emailed, if so please ensure a curtesy call is made to the service.

- If you require someone to collect your child and are unable to provide written documentation at the time, please provide all of the above information over the phone. 2 educators will verify by listening to the conversation, please ensure the person collecting your child provides photo ID on arrival at the service. Add this person to your child's emergency contacts next time you are at the service if ongoing
- Please inform all Emergency Contacts they are to bring photo identification when collecting your child from the centre
- Will update the child's enrolment information regarding any changes to family circumstances and who is **not** authorised to collect children, this includes any court orders and communicate this to the service.

3. LATE COLLECTION OF CHILDREN

BACKGROUND

We recognise that situations may occur at times that prevent children from being collected from the service prior to closing time. However, this can create significant issues for educators who are required to care for children after closing time in addition to the distress it can cause for the children concerned.

OBJECTIVES

- For families and educators to be aware of their responsibilities in relation to the late collection of children
- To ensure the safety and welfare of children to be ensured at all times

PROCEDURES

In situations where a child has not been collected by centre closing time but the centre has received a phone call, educators will;

- ✓ Maintain supervision of the child/children until the family arrives
- ✓ Issue a late fee (please refer to the [QMPOL-CS-015 Fee Policy](#) for more details)
- ✓ Complete a [QMF-CS-044 Late Collection of Child Fee Form](#) including both educators and parent / guardian signatures
- ✓ Remind families of the centre's late [QMPOL-CS-015 Fee Policy](#)
- Two educators will remain with the child/children at all times until they are collected from the service
- After the second instance of late collection of children within a 12 month period, families will be provided with a copy of this policy with a verbal reminder that children are required to be collected by centre closing time
- After the third instance of late collection within a 12 month period, the child's position at the centre may be in jeopardy

In situations where a child has not been collected by centre closing time and the centre has not had any contact with the child's parent/ guardian, educators will;

- ✓ Attempt to contact the child's parent/ guardian
- ✓ If educators are unable to initiate contact, continue calling both parent/ guardian's mobile and home

- ✓ If unsuccessful after 10 minutes the Emergency Contacts will be contacted to collect the child
- ✓ If the Emergency Contact collects the child, a message will be left on the parent/ guardian's mobile phone and additional contact numbers as to who has collected the child and why. A note will be left on the centre's door/gate to inform the child's parent/ guardian of a services mobile number for them to contact. The Responsible Person to inform the Nominated Supervisor of the situation and to take the service mobile and the child's parent / guardian contact details home with them. The Nominated Supervisor will attempt to make contact throughout the evening and ensure the child has been collected and the family informed
- ✓ If the child/children have not been collected, educators will continue to call all mobile and additional phone numbers of the parent/ guardians and Emergency Contacts
- ✓ The Responsible Person will document the timeline of attempts to contact the child's parent(s) and Emergency Contacts using QMF-CS-019 File Note. The Nominated Supervisor will include his/her afterhours attempts and conversations the following day.

In situations where there has been no successful contact with the parent/ guardian or any one of the Emergency Contact list 40 minutes after the centre closing time, the Responsible Person will;

- ✓ Contact the Nominated Supervisor and Coordinator to inform them of the situation
 - ✓ Contact the local Police Station
 - ✓ Explain the situation and provide all relevant details;
 - Child's Name and age
 - Service Details, inclusive of mobile number
 - Inability to contact family or Emergency Contacts
 - ✓ Record the name of the Police Officer, date and time of contact and outcome of the conversation on a QMF-CS-010 Incident/Injury/Trauma/Illness Report any additional information to be documented on QMF-CS-019 File Note
- If Police agree to collect the child/children from the service, educators will;
 - ✓ Continue to call/text/email parent/ guardians and Emergency Contacts (to inform of the situation)
 - ✓ Provide the following to Police Officers upon arrival at the centre;
 - The child/children's personal details including address and telephone number, names and contact numbers of parents and Emergency contact numbers, allergies or medical conditions – This information should be printed from Hubworks during the event where possible to ensure current details are offered
 - Emergency kit including nappies/ bottles (if appropriate), snack/ drink, child's toy and any comfort item they have at the centre or medication
 - ✓ Check Police Officers Identification, the specific station they are from, contact details and business card of the attending Police officer(s) and station and record in the QMF-CS-019 File Note
 - ✓ Please request the Police Officers sign the bottom of the QMF-CS-019 File Note
 - ✓ On collection of the child/children, the Police Officers are responsible for contacting the parent/ guardians and for arranging suitable care for the child/children until they are collected by the parent/ guardians
 - ✓ Educators will place a written note on the gate/door of the centre advising the child/children's parent/ guardian to contact the correct Police Station and address with the station phone number and the attending Police Offers Names
 - ✓ If the parent/guardian arrives at the centre before the Police Officers, Responsible Person will record the following details on the QMF-CS-010 Incident/Injury/Trauma/Illness Report;
 - The time of arrival
 - Explanation for the delay and for not contacting the service or arrangement of an alternative person to collect the child/children
 - Two Educator Signatures
 - Parent signature (ensuring the parent/guardian also correctly signs the QMF-CS-010 Incident/Injury/Trauma/Illness Report)
 - The Educators will then call police to inform them the child has been collected from the service

- The Nominated Supervisor will notify the Coordinator when late collection of children occurs
- In all situations where a child has been collected late from a service the Responsible Person will complete a QMF-CS-010 Incident/Injury/Trauma/Illness Report with all details of phone calls and times calls made correctly documented. Action taken documented and any additional information to be documented on QMF-CS-019 File Note

KEY RESPONSIBILITIES

Centre Director:

- Inform the Coordinator if;
 - ✓ Educators were required to contact police regarding the late collection of a child/children
 - ✓ A child/children has been collected late from the service more than 3 times in a 12 month period
- The service Coordinator in consultation with the Nominated Supervisor, will complete a ACECQA Notification of Incident if Educators were required to contact the Police

Educator:

- If a parent/ guardian calls the centre to inform educators of late collection of a child/ children;
 - ✓ Ask if there is anyone on the Emergency Contact list that would be able to collect the child/children to prevent a late fee
 - ✓ Remind the parent/ guardian that a late fee will be charged if they arrive after the centre closing time
- Ensure procedures above are followed
- Contact the Nominated Supervisor if any child is collected late
- Ensure all the required documentation is completed and signed by all relevant stakeholders

Families:

- We request families contact the centre as soon as they realise they may be late collecting their child
- Please inform the Service if there are issues relating to your ability to collect your child/children from the centre prior to closing time

4. ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

BACKGROUND

~~In accordance with the National Regulations and Law each Child's Service requires written authorisation from parents for a variety of actions including collection of children. Initially parents will have the opportunity to provide collection of children authorisations through the enrolment process and completion of the online Enrolment process through Hubworks.~~

OBJECTIVES

- For all services to take **reasonable steps to ensure** they act in accordance with authorisations provided by families
- For services to ensure all authorisations obtained from families remains in the child's enrolment file
- **For all educators to be aware and understand their responsibility if at collection, the parent or authorised nominee does not appear to be fit to take the child**

PROCEDURES

- Upon enrolment the Nominated Supervisor must ensure the Hubworks online enrolment is discussed with families and that families are aware of the authorisations they are providing in this form

- The Nominated Supervisor will discuss with families upon enrolment that if other collection of children authorisations are needed they are required to update the child's Hubworks online enrolment entered via family login in advance (where possible) or via completing the Change in Enrolment e-form
- Families will be made aware during the enrolment and orientation process that the requirement to comply with this regulation will be waived if their child requires emergency medical care

KEY RESPONSIBILITIES

Nominated Supervisor

- Ensure that all families have provided a minimum of 2 authorisations for the collection and authorisation requirements of their children, This person has authority to:
 - ✓ Collect/Deliver to/from the service
 - ✓ Give permission to authorise an educator to take the child outside the education and care service premises
 - ✓ Consent to medical treatment
 - ✓ Permit transportation by an ambulance service
 - ✓ Give permission to authorise the education and care service to transport the child or arrange transportation of the child
 - ✓ Request/Permit medication to be given
 - ✓ If the parent/guardians cannot be contacted, this person should be notified of any accident, injury, trauma or illness
- Ensure additional authorisations received from families is up to date in the child's Hubworks profile
- Ensure educators are made aware of any child whose family has refused authorisation of any person (inclusive of court orders)

Educators

- Ensure you are aware of children in your service who may have refusal of authorisation for any person
- When acceptance of authorisation is being obtained ensure that families understand what they are authorising through discussions and clarification

Families

- Ensure the Nominated Supervisor and educators are made aware if you need to update any collection of children authorisations
- Ensure all emergency contact details are up to date and accurate

STAKEHOLDERS

This document applies to all Children and Family Services Managers and Coordinators, Centre Directors, Early Childhood Teachers, Child Care Workers, Child Care Assistants, Cooks, and Administrators. Stakeholders also encompass Family Members and their Child/ren, Community Professionals (Health and Safety), who attend services

RELATED POLICIES/PROCEDURES/GUIDELINES

Appendix

Separation Anxiety – Parenting and Child Health Factsheet
Separation Anxiety – Factsheet
ACECQA NL01 – Notification of Complaints or Incidents

Supporting Documents

QMF-CS-008 Daily Compliance Checklist
QMPOL-CS-015 Fee Policy

[QMF-CS-044 Late Fee Form](#)
[QMF-CS-010 Incident / Injury / Trauma / Illness Report](#)
[QMF-CS-019 File Note](#)

RELEVANT LEGISLATION

Relevant National Regulations:

Part 4.2 – Children’s Health and Safety	
Division Six	Collection of Children from Premises and Excursions Regulation 99
Part 4.7 – Governance and Leadership	
Division One Subdivision One	Management of Services Regulations 158-162
Division Two	Policies and Procedures Regulation 168 (2)
Division Three Subdivision One	Information and record-keeping requirements Regulation 174
Subdivision Two	Regulation 177
Division Three Subdivision Four	Confidentiality and Storage of Records Regulation 181-184
	<p style="color: red;">Section/regulation Description</p> <p style="color: red;">Section 165 Offence to inadequately supervise children</p> <p style="color: red;">Section 167 Offence relating to protection of children from harm and hazards</p> <p style="color: red;">Section 170 Offence relating to unauthorised persons on education and care service premises (applies to an education and care service operating in a participating jurisdiction that has a working with children law)</p> <p style="color: red;">Regulation 86 Notification to parents of incident, injury, trauma and illness</p> <p style="color: red;">Regulation 87 Incident, injury, trauma and illness record</p> <p style="color: red;">Regulation 99 Children leaving the education and care service premises</p> <p style="color: red;">Regulation 100 Risk assessment must be conducted before excursion</p> <p style="color: red;">Regulation 101 Conduct of risk assessment for excursion</p> <p style="color: red;">Regulation 102 Authorisation for excursions</p> <p style="color: red;">Regulation 102A Application of Division</p> <p style="color: red;">Regulation 102B Transport risk assessment must be conducted before service transports child</p> <p style="color: red;">Regulation 102C Conduct of risk assessment for transporting children by the education and care service</p> <p style="color: red;">Regulation 102D Authorisation for service to transport children</p> <p style="color: red;">Regulation 122 Educators must be working directly with children to be included in ratios</p> <p style="color: red;">August 2021 Delivery of children to, and collection from, education and care service premises 3</p> <p style="color: red;">Section/regulation Description</p> <p style="color: red;">Regulation 123 Educator to child ratios – centre-based services</p> <p style="color: red;">Regulation 157 Access for parents</p> <p style="color: red;">Regulation 158 Children’s attendance record to be kept by approved provider</p> <p style="color: red;">Regulation 159 Children’s attendance record to be kept by family day care educator</p> <p style="color: red;">Regulation 160 Child enrolment records to be kept by approved provider and family day care educator</p> <p style="color: red;">Regulation 161 Authorisations to be kept in enrolment record</p> <p style="color: red;">Regulation 168 Education and care services must have policies and procedures</p> <p style="color: red;">Regulation 169 Additional policies and procedures – family day care service</p> <p style="color: red;">Regulation 170 Policies and procedures to be followed</p>

Regulation 171 Policies and procedures to be kept available
Regulation 172 Notification of change to policies or procedures

Relevant National Law:

Part 6 – Operating an Education and Care Service

Section 174 Offence to fail to notify certain information to Regulatory Authority

Relevant National Quality Standards:

Standard 2.4	Child Protection
Standard 2.5	INCIDENTS, INJURY, TRAUMA AND ILLNESS
Standard 4.1	Staffing arrangements enhance children’s learning and development and ensure their safety and wellbeing
Standard 7.1	Policies and Procedures
Standard 7.3	Reporting Information to the Regulatory Authority

References & Related Websites:

Education and Care Service National Regulation (2011). Retrieved January 2011, from NSW Government Legislation Website, <http://www.legislation.nsw.gov.au/sessionalview/sessional/subordleg/2011-653.pdf>

Children (Education and Care Services National Law Application) Act 2010 No104. Retrieved January 2011, from NSW Government Legislation Website, <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+104a+2010+cd+0+N>

<https://www.acecqa.gov.au/sites/default/files/2021-08/DeliveryChildrenToCollectionFromPremisesGuidelines.pdf>

VARIATION

Fairfield City Council Children and Family Services Management reserve the right to cease, modify or vary this policy and will do so in accordance with Council’s and other regulations through established consultation processes.

REVIEW DATE

Every 2 years or when a change to governing legislation occurs, whichever sooner.