

Delivery and Collection of Children Policy



Document Title	<i>NQS2.5 Delivery and Collection of Children Policy</i>	Version	4a
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Warning- Ensure you are using the latest version of this policy. You can find it at the location listed below			
DCC-Network/All Organisation Information/DCC Policies/Quality Area 2 - Childrens Health & Safety			

1. Policy Statement

River Region Early Education has a duty of care for any child attending a service while the child is on premises whether they have been signed in or out of the service or are legally under the care and supervision of the parent/guardian. As required by Regulation, a child may only leave the education and care service premises if the child requires medical, hospital or ambulance treatment, or there is another emergency, or their parent/guardian or authorised nominee:

- collects the child,
- provides written authorisation for the child to leave the premises, or
- provides written authorisation for the child to attend an excursion.

Delivery and collection of children also provides an opportunity for nominated supervisors and educators to welcome children, engage with families, share information, invite feedback and encourage families to participate in activities.

2. Rationale

The Education and Care Services National Regulations require approved providers to have policies and procedures in place in relation to the delivery of children to, and collection from, the service premises. Children's safety and wellbeing is of primary importance, and appropriate measures must be in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons.

The transition of children to, and away from, a service requires particular attention as it can be a busy time with numbers of people coming and going. Safeguarding children during delivery and collection can be enabled by the creation of policies and procedures and an effective process for their implementation.

The arrival or departure of children for the purpose of excursions is governed by the *NQS2.9 Excursion Policy*.

3. Scope

This policy applies to all employees, including part-time, full-time and casual employees and trainees and students.

4. Responsibilities

It is the responsibility of the General Manager to:

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- ensure that systems are maintained to track the attendance and collection of children and authorisations for collection and transportation.

It is the responsibility of nominated supervisors and/or responsible persons to:

- support educators to understand policy and procedure around the delivery and collection of children and how they relate to child safety and *NQS7.45 Code of Conduct Policy*,
- support educators to be available at delivery and collection and to positively engage with children and families,
- ensure there are up-to-date and accurate authorisations for collection and transportation for each child,
- support families to sign their child in and out of service,
- ensure educators supervising children being delivered or collected from the service by bus are suitable and are trained in child safe practices,
- ensure children only leave the service with a parent/guardian or authorised nominee or with their written authorisation,
- ensure that information about court orders affecting the collection of a child is made available to educators and is kept up to date,
- ensure only authorised persons (as defined in Children (Education and Care Services) National Law NSW 2010) are at the service while children are present unless the person is under direct supervision, and
- ensure that, prior to closing the service each day, all children have been signed out and have been collected.

It is the responsibility of the Lead Educator to:

- check the attendance record and the children in attendance by 10am each day and review the record during the day, and
- ensure that all children are signed in and for those signed in by an educator, that the person dropping off or collecting the child is recorded.

It is the responsibility of educators to:

- where directed, be available when children are dropped off and picked up from the service to welcome them and engage with families,
- support families to sign their child in and out of service,
- maintain accurate records related to attendance and collection,
- monitor the collection of children and ensure only authorised persons take a child off premises,
- stop a parent/guardian from collecting a child if they are prohibited from doing so by a court order, and
- always prioritise the safety and wellbeing of children.

It is the responsibility of families to:

- provide written authorisation for the collection of their child, including when arriving or departing the service by bus, and keep these records up to date,
- ensure only authorised persons are directed to collect their child,
- sign their child in and out of the service,
- ensure an educator is aware that their child has arrived at the service and is being collected,

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- provide any court orders relating to their child,
- ensure their child wears a provided HiVis safety vest when arriving or departing the service by bus,
- notify the service and the bus company whenever their child will not be catching the bus or there is a change to the written arrangement or authorisation, and
- ensure their child arrives and is collected within the licensed hours of the service.

5. Definitions

Authorised nominee – Under the Children (Education and Care Services) National Law NSW 2010, a person who has been given permission by a parent or family member to collect the child from the education and care service.

Licensed hours – Each service has licensed opening hours as defined by the NSW Department of Education. Children are not permitted to be at the service outside of these hours.

Responsible person - The person identified as being in day-to-day charge of a service as defined and required by Children (Education and Care Services) National Law (NSW) 2010.

Authorised person – Under the Children (Education and Care Services) National Law NSW 2010,

- a person who holds a current working with children check, or
- a parent or family member of a child who is being educated and cared for by the education and care service, or
- an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service, or
- in the case of an emergency, medical personnel or emergency service personnel, or
- a person who is permitted under NSW working with children law to remain at the education and care service premises without holding a working with children check.

Regulation – The Education and Care Services National Regulations 2011 and the Children (Education and Care Services) Supplementary Provisions Regulation 2012, NSW.

6. Guidelines

a) Attendance record and review

The daily attendance record for each child must include:

- the date,
- the full name of each child booked to attend for that day,
- arrival and departure times, and
- verification by the person who delivers and collects the child (required under Family Assistance Law) or the nominated supervisor or educator.

It is recommended that the parent or authorised nominee signs or verifies the attendance record for each child. Where the nominated supervisor or an educator signs or verifies, details of the person dropping off or collecting the child is to be recorded.

The Lead Educator for the room or service reviews attendance during the day to check that the children in attendance and attendance records match.

The Nominated Supervisor and/or Responsible Person for the room or service, prior to closing the service each day, ensures that all children have been signed out and have been collected.

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b) Authorisation to collect children

Regulation requires that a child may only leave the education and care service premises if the child requires medical, hospital or ambulance treatment, or there is another emergency, or their parent/guardian or authorised nominee:

- collects the child,
- provides written authorisation for the child to leave the premises, or
- provides written authorisation for the child to attend an excursion.

Written authorisation is provided through completion of the *NQS6.4A4 Enrolment Form* and/or *NQS6.4A Authorisation to Collect Form* and/or *NQS6.4A7 Emergency Contact and Authorisation to Collect Form*.

- There is no minimum age for authorised nominees, but parents/guardians are asked, through the above forms, to ensure that each person has the capacity to be responsible for their authorised tasks.
- Verbal authorisation can be given in limited circumstances.
- Please refer to the *NQS7.43 Acceptance and Refusal of Authorisations Policy* for more information about authorisations.

Both parents have the lawful authority to collect their child unless there is a Magistrates Court or Family Law Court order that prohibits this. Information about court orders is gathered using the *NQS2.5A Court Order Action Plan Template* and is communicated with educators, included in the child's file and confidentially displayed to ensure the safety of the child is maintained.

If an authorised nominee is collecting a child for the first time or is unknown to an educator whilst collecting a child, the educator:

- seeks assistance from another educator if they are a trainee,
- asks to see a photo ID,
- checks the identity against the list of authorised nominees for the child,
- makes a note in the attendance record that the ID has been checked, and
- if the person's authority to collect the child cannot be confirmed, contacts the child's parent/guardian or emergency contact if the parent/guardian cannot be contacted.

The safety and wellbeing of children is a priority and an educator can:

- refuse to allow a child to be collected by an authorised nominee if they deem that the person is too young to undertake the responsibility of safeguarding the child's wellbeing,
- refuse to allow a child to be collected by an authorised nominee if they deem the child is at risk, for example if they are ill or affected by drugs or alcohol in a way that affects their ability to keep the child safe,
- ask an authorised nominee to leave the premises if they deem children are at risk, and
- call the police if there is a concern for the safety of children and employees.

c) Arrival or departure of children by bus

Under Regulation, transport provided and/or arranged by an entity other than the education and care approved provider, for example a school bus, is exempt from transportation of children requirements as the children are deemed to be under the care of the bus service during transport.

Child safe practices are followed where children have been authorised to arrive or depart a service by bus:

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- Authorisation for the bus company to act as an authorised nominee is collected through the *Bus Travel EOI and Parent Consent Form*.
- An educator wearing a HiVis safety vest:
 - At the start of the day, meets children at the bus stop and escorts them to the service,
 - At the end of the day, escorts children to the bus stop and ensures they embark on the correct bus.
- The educator signs children in and out of the service.
- Children wear provided HiVis safety vests that have individualised emergency contact details and medical management plan information (if required) in their pocket.
- The educator at all times carries a mobile phone and bus bag, containing emergency contact list, first aid kit and bus list.
- Where a child is expected to alight from a bus in the morning but doesn't or a bus doesn't arrive at the start or end of the day, the educator will wait a reasonable amount of time and on return to the service and after handing over supervision of any children, contact the parent/guardian or emergency contact.

Families must contact the bus company and the service if there is to be any change to the arrangement for their child to travel to and from the service by bus.

- Deniliquin Preschool – 0457 812 394 or 03 5881 2394
- Barham Preschool – 0491 201 588 or 03 5453 2308
- Dysons Group bus company (Deniliquin region) – 03 5846 3013
- Lakes Coaches (Barham region) – 03 5453 2097

d) Children in attendance outside of licensed hours

Families are required to collect their children within the licensed operating hours of the service.

- Where possible, parents should notify the service if they are unable to collect their child by closing time.
- Families will be charged a late fee for any child collected after closing time unless there are extenuating circumstances (see *NQS7.53 Fee Policy*) and repeat instances may affect the child's enrolment in the service.

If a child is in attendance at closing time, the Nominated Supervisor or their delegate will:

- Contact the child's parent or emergency contact,
- If the child is uncollected after 30 minutes, contact the police, and
- Notify the General Manager and complete an Incident Report.

7. Procedure

Nil

8. Relevant Legislation, Regulations and Standards

Legislation	
170	Children (Education and Care Services) National Law 2010 – Offence relating to unauthorised persons on education and care service premises
	Family Assistance Law - Child Care Subsidy requirements

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Education and Care Services National Regulation	
99	Children leaving the education and care service
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Children's enrolment records to be kept by approved provider
168	Education and care services must have policies and procedures
170	Policies and procedures must be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
National Quality Standards	
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
Child Safe Standards	
1	Child safety is embedded in organisational leadership, governance and culture
7	Staff are equipped with the knowledge, skills and awareness to keep children safe, through continual education and training

9. Related Documents

Doc #	Attachments
NQS2.5A	Court Order Action Plan Template

Doc #	Intersections with other key documents
NQS6.4A4	Enrolment Form
NQS6.4A6	Authorisation to Collect Form
NQS6.4A7	Emergency Contact and Authorisation to Collect Form
	Bus Travel EOI and Parent Consent Form
NQS7.43	Acceptance and Refusal of Authorisations Policy
NQS7.45	Code of Conduct Policy
NQS7.53	Fee Policy
NQS2.9	Excursion Policy

10. Document Control

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NQS2.5	Delivery and Collection of Children Policy	2	June 2018	June 2020

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