



Policy No: CE-POL-003/2/2024

Delivery and Collection of Children Policy

The following guidelines must be adhered to at all times to ensure the safety of the children

Custodian: Management
Committee

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Version No: 2

Approved By:
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Chairperson
**On behalf of the Management
Committee.**

Approval Date: 23/10/24

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Supersedes:
version 1.4

1 Purpose:

This policy aims to ensure the safety and security of each child that attends the centre, and minimise harm and risk by establishing rules and procedures for their safe arrival and departure. This policy details the roles and responsibilities of relevant stakeholders within the Centre.

2 Scope:

Approved provider (Note: at this Centre we have 2 Approved Providers the Department for Education & the Management Committee)
Nominated Supervisor
Responsible Person on Duty
Educators and staff
Parents & nominees authorised by parents
Students & volunteers

3 Supporting Documents:

[Emergency Evacuation Procedure](#)
[Fees Policy](#)

Incident Injury, Trauma and Illness Policy
Safe Arrival of Children Procedure (this procedure applies when children travel between our service & any other education and care service)
Safe Arrival of children Risk Assessment
[Supervision of children policy](#)
Enrolment documents

4 Policy Details:

The safety and security of children is of great importance to the Centre. The Centre becomes

responsible for a child once they are signed in for the session by a parent/caregiver and up until the time that they are signed out, and we also have a responsibility to ensure their safety during arrival and departure times as these can be particularly busy times.

By adhering to the processes set out below we will endeavour to work with and support each family in an effort to keep their children safe and make transition to and from the Centre a positive experience..

5 Roles and Responsibilities

Role	Responsibilities
Approved Provider & Nominated Supervisor	<ul style="list-style-type: none"> • Ensure that obligations under the Education and Care Services National Law & Regulations are met • Ensure appropriate risk assessments are completed and all relevant actions are undertaken. This includes for excursions and when children travel between education and care services (refer to safe arrivals of children procedure) • Ensure systems and procedures are in place and followed by educators, in accordance with Regulation 99 so that children only leave the Centre: <ul style="list-style-type: none"> ○ If they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or an authorised nominee ○ In accordance with the written authorisation of the child's parent or authorised nominee ○ If they are taken on an excursion with written authorisation from the parent or authorised nominee ○ If they are given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance treatment, or because of another emergency. • Ensure that an enrolment record is kept for each child which contains information set out in regulations 160 & 161, including all authorisations from parents. • Ensure that parents are made aware during the orientation process of their obligation to electronically sign their children in & out each day via SPIKE on the tablets at the Centre . • Provide paper/written sign in sheets for parents to complete when electronic sign-in may be unavailable • Ensure all supervision requirements are met during the peak arrival and departure times, including relevant educator to child ratios (Regulations 122 & 123) • Ensure that copies of policies and procedures are readily available and accessible to educators and families • Ensure that up to date collection authority lists are printed and kept in each room's IITI folder • Ensure all staff who have consented to being a Responsible Person at the Centre are aware of court orders/ custody arrangements including children who are under the Guardianship of the Chief Executive.. • For children under the Guardianship of the Chief Executive living in residential care, ensure that a register of carers authorised to collect the child is established and maintained. • Should any incidents occur relating to the safe arrival or departure of children (eg child being released to someone other than parents or

	<p>authorised nominee), ensure that the response meets all regulatory requirements, including documentation and notifications to the Regulatory Authority.</p>
<p>Educators (Including admin staff)</p>	<ul style="list-style-type: none"> • Be aware of and follow relevant policies and procedures related to the safe arrival and departure of children • Recognise that arrival and departure times can be unsettling times for children and parents. Educators use these times as valuable times to build and maintain positive , trusting relationships with children and families. • Greet and farewell children at arrival and departure times and ensure effective supervision at all times. • Remind parents/guardians to electronically sign their child in/out using the tablet in the room, and provide support and instruction to do this when required. • As soon as practicable after the peak arrival time check the electronic sign-in to ensure children have been signed in/out and to notify the admin staff of any time changes when necessary (this is as per Regulation 158(1)(c) -recording a child's arrival/departure times must be completed by the person who delivers/collects the child; the nominated supervisor or an educator). • Enter any absences for that day • Communicate any changes relating to a child's arrival or departure (Eg a change to the person collecting the child) to all relevant staff members. • Ask any person collecting the child who is not known to educators for photo id. Before allowing the person to collect the child, compare the ID against the collection authorities listed in the child's record (an up-to-date list is kept in each room's IITI Folder. • BEFORE leaving at the end of the day, late staff will check that all children have been signed out and will physically check all rooms (including cot rooms) to ensure that no children are remaining.
<p>Parents/ Guardians</p>	<ul style="list-style-type: none"> • Provide details of all custodial parents/guardians on the child's enrolment form • Provide certified copies of current court orders/custody arrangements at the time of enrolment, or at any time that they become applicable. • Whenever possible provide details of at least one emergency contact person (other than the parent/guardian) who is authorised to collect the child. • Sign your child in & out each day (& confirm) via SPIKE electronic sign-in on the tablets located in your child's room or front foyer of the Centre using your unique PIN code. • Notify the Centre by telephone or email if your child will be absent on any day. (Educators will mark your child as absent and you will need to verify this electronically via the SIKE App or the next time you attend) • Notify the Centre as soon as possible if anyone not listed as a collection authority is collecting your child that day and instruct that person that they must bring photo identification with them. • Collect your child BEFORE the session end times (ie 12:30 pm for a morning session/ 3:30 pm for preschool/ 6:00 pm for all other sessions). • Immediately telephone the Centre. if you will be delayed & advise your expected time of arrival. Whenever possible, arrange for another

	<p>responsible adult to collect your child and advise the Centre of this arrangement.</p> <ul style="list-style-type: none"> • Late fees may apply (see below for more information)
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6. Procedures:

Arrival of Children

Parents/Caregivers must sign their child in to the Centre when they arrive in order to be eligible for the Government Child Care Subsidy (CCS). This is done electronically on tablets located in the child's room or in the Centre foyer. Each parent/ caregiver must use their own unique pin code to sign their child in as this acts like a digital signature. Paper sign-in forms will be made available when SPIKE electronic sign-in is unavailable.

Parents/Caregivers must ensure they inform an educator of their child's arrival and handover their child to an educator before they leave. The Centre will not accept children before our 7:00 opening time or before 12:30 if the child is booked for an afternoon session.

Collection of Children

In accordance with Regulation 99, once in care, a child may only leave the premises when:

- the child is given into the care of a parent of the child, or
- a person authorised by the parent in the child's enrolment record to collect the child, or
- it is in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record.
- taken on an excursion and written authorisation in accordance with regulation 102 has been obtained.
- the child requires medical care.
- in the event of an emergency (including rehearsed emergency evacuations).

Parents/Caregivers must ensure they inform an educator that they are collecting their child before they leave the Centre with their child.

All children must be signed **OUT** by a parent or authorised adult (as listed above) in order for parents to be eligible for Child Care Subsidy. This is done electronically on tablets located in the child's room or in the Centre foyer. Each parent/ caregiver must use their own unique pin code to sign their child in as this acts like a digital signature. This also assists staff in knowing who has left the centre.

- At the end of each day, late staff check that all children have been signed out. They also check the premises including outdoors and indoors to ensure no child remains on the premises after the centre closes.

Late pick-up & late fees

Children are to be collected **BEFORE** the closing time to allow time to sign out and communicate with staff in the centre. Staff on duty must, under their Award, finish at the closing time of the centre. Parents should ensure that they arrive in time to communicate with staff before closing time, as staff will not be available after this time.

Parents who are unavoidably detained and are unable to collect their child by the 6 p.m. closing time must telephone the centre to advise of their lateness and expected time of

arrival. Whenever possible, they should arrange for another responsible adult to collect their child and advise the centre of this arrangement.

Failure to collect your child before the end of the session (12.30 p.m. or 6:00 p.m.) will incur a late fee of \$2.00 per minute. Sign out as normal on the ipad. An educator will write in the time the child is collected on the **late collection form** & sign their name. The person collecting the child will sign the form as an acknowledgement. This form will be forwarded to the admin staff.

(If the parent or authorized adult refuses to do this, then the educator will sign the child out and leave a note for the Director detailing the situation).

The late fee is added to the next invoice. Invoices are emailed to parents.

Collection of Children by a person other than the Parent /Caregiver

Staff will endeavour to ensure that the authorised pick-up list for each child up to date.

No child is released into the care of any persons not known to staff. If staff do not know the person by appearance, the person must be able to produce some form of photo identification (Eg driver's license/proof of age card/ passport) to prove that they are a person authorised to collect the child on the child's enrolment form.

Parents must give prior notice where the person collecting the child is someone other than those mentioned on the enrolment form, e.g. in an emergency situation. The person nominated by the parent must be able to produce some form of photo identification.

Children subject to Court Orders and Children under the Guardianship of the Chief Executive

- If a **court order** exists in relation to custodial/access arrangements for a particular child, then a copy must be supplied to the centre. Children are not released into the care of persons not authorised to collect the child.
- All staff who have consented to being a Responsible Person on Duty (as defined in our Responsible Persons Procedure) will be made aware of all children who are subject to a court order or are under the Guardianship of the Chief Executive.
- If a child under the Guardianship of the Chief Executive lives in a residential care home, the Nominated Supervisor will ensure that a register of carers authorised to collect the child is established and maintained.

Parents under the influence of drugs or alcohol

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, the staff members are to bring the matter to the person's attention before releasing the child into their care. Staff cannot prevent a parent from collecting a child, but do have a moral obligation to persuade a parent to seek alternative arrangements if they feel the parent is in an unfit state to accept responsibility for the child.

Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff members are to contact SAPOL by telephoning 000 and informing them of the circumstances, the person's name, address and vehicle registration number (if known).

Non-Collection of Children

In the event a child is not collected, the following guidelines will apply:

- Two staff members should be present to care for the child. One of these people must be the Responsible Person on Duty.
- Staff will continue to attempt to contact the parents and emergency contacts listed on the enrolment form.
- Staff will document all steps taken on blue IITI form.
- By 6.30 p.m. If no one has been found to collect the child, the Director will be contacted. (if the Director is unavailable, then the Assistant Director will be contacted)
- The Director will contact **Crisis Care (telephone 13 16 11)** for advice, and will advise the staff at the centre about what to do.
- If it is decided that the Department for Child Protection, or a Police Officer will collect the child, then a copy of the child's enrolment form should go with the child.
- A notice will be left on the door informing the parents of the location of their child, along with relevant contact telephone numbers.
- Staff members involved in the care of a child in this situation will ensure that the Director is given a full written report of the circumstances on the Centre's next working day,

6 Definitions of Terms:

Term	Definition
Authorised nominee-	a person who has been given permission by a parent/guardian or family member to collect the child
Authorised person	Means: <ul style="list-style-type: none">a. A person who holds a current WWCC (Working with children check); orb. A parent or family member of a child who is being educated and cared for by the service; orc. An authorised nominee of a parent or family member of a child who is being educated and cared for by the service; ord. In the case of an emergency, medical personnel or emergency service personnel; ore.
CCS	Child Care Subsidy
Parent	In relation to a child, includes: <ul style="list-style-type: none">a. A guardian of the child; andb. A person who has parental responsibility for the child under a decision or order of a court. For Regulation 99, 'parent does not include a parent who is prohibited from having contact with the child.
DCP	Department for Child Protection

7 Related Legislation and Regulations

Children and Young People (Safety) Act 2017

Education and Care National Law Act 2010

Section 165 -offence to inadequately supervise children

Section 167 -offence relating to protection of children from harm and hazards

Section 170- offence relating to unauthorised persons on education and care services premises

Education and Care National regulations 2011

Regulation 99 – children leaving the education and care premises

1) The approved provider of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with sub regulation (4).

(2) A nominated supervisor of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in accordance with sub regulation (4).

(3) A family day care educator must ensure that a child who is being educated and cared for by the educator as part of a family day care service does not leave the residence or approved family day care venue except in accordance with sub regulation (4)..

(4) The child may only leave the relevant premises if the child—

(a) is given into the care of—

(i) a parent of the child; or

(ii) an authorised nominee named in the child's enrolment record; or

(iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or

(b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or

(c) is taken on an excursion in accordance with this Division; or

(ca) is transported by the service or on transportation arranged by the service in accordance with Division 7; or

(d) is given into the care of a person or taken outside the premises—

(i) because the child requires medical, hospital or ambulance care or treatment; or

(ii) because of another emergency.

(5) In this regulation **parent** does not include a parent who is prohibited by a court order from having contact with the child.

Regulation 100 & 101 Risk assessments must be conducted before excursions

Regulation 102- Authorisation for excursions

Regulation 102AAB Safe arrival of children policies and procedures

Regulation 102AAC Risk Assessment for the purposes of safe arrival of children policies and procedures

Regulation 122 Educators must be working directly with children to be counted in ratios

Regulation 123 Educator to child ratios- centre based services

Regulation 158 Children's attendance record to be kept by approved provider

(1) The approved provider of an education and care service must ensure that a record of attendance is kept for the service that—

(a) records the full name of each child attending the service; and

(b) records the date and time each child arrives and departs; and

I is signed by one of the following persons at the time that the child arrives and departs—

(i) the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;

(ii) a nominated supervisor or an educator.

(2) A preschool program provided by a school is not required to comply with sub regulation (1) if it keeps attendance records in accordance with the education law, or Government education department policy, of the participating jurisdiction.

Regulations 168 Education and care services must have policies and procedures

Regulation 170 Policies and procedures to be followed

Regulation 171 Policies and procedures to be kept available

8 References:

ACECQA "Safe Arrival of children-policy and procedure guidelines"" July 2023
ACECA "Delivery of children to and collection from Education and care service premises policy" and procedures guidelines July 2023

Education and Care National regulations (accessed on line 13/9/24) at url:
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653#sec.99>

Guide to the National Quality Framework (accessed on line 13/9/24) at url:
<https://www.acecqa.gov.au/national-quality-framework/guide-nqf>

9 Review Strategy and History:

Review will be conducted every 3 years to ensure compliance with this procedure.

Version No.	Reviewed By	Approved By	Approval Date	Review Notes
1	Staff Management Committee	Liam Fudali Chairperson	20/3/13	New policy
1.1	Parents Staff Management Committee	Josephine Salisbury-Chairpeson	27/7/16	Minor amendments to align with latest version of National regulations
1.2	Management Committee	Josephine Salisbury-Chairperson	14/11/16	Insertion on page 2 dot point 3 "named in the child's enrolment record"
1.3	Parents Staff Management Committee	Melissa Smithen-Chairperson	21/3/19	CCB changed to CCS Families SA changed to DCP Insertion of statement about delivery before opening time/session time Insertion- Educators recording time of late pick up Updated referencing
1.4	Parents Staff Management Committee	Alison Cooksley-Chairperson	15/9/21	Minor edits Updated legislation and regulations Updated references Changed review period to every 3 years Updated review history
2	Parents Staff Management Committee	Burcu Subasi Chairperson	23/10/24	Major content changes Insertion of roles and responsibilities added electronic sign in Expanded sections dealing with Custody & court orders Expanded Regulations Updated references Updated review history