

Nunawading Christian College

ELC & OSHC



Delivery of Children to, and Collection from Education and Care Service Premises Policy

Document Control

Revision Number	Implementation Date	Review Date	Prepared By	Approved By
7	May 2023	January 2023	Katherine Darroch	Leanne Peter



Rationale

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between home and our Service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the safety of children at our Service our Arrival and Departure policy is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called required to be implemented.

National Quality Standard (NQS)

Quality Area 2: Children's Health and Safety		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect

Education and Care Services National Regulations

Children (Education and Care Services) National Law NSW	
84	Awareness of child protection law
86	Notification to parents of incidents, injury and trauma
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider.
S162(A)	Persons in day to day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises



Related Policies

Acceptance and Refusal Authorisation Policy
Administration of Medication Policy
Child Safe Environment Policy
Code of Conduct Policy
Control of Infectious Diseases Policy
Coronavirus COVID Safe Plan

Emergency Evacuation Policy
Enrolment Policy
Incident, Injury, Trauma and Illness Policy
Orientation of New Families Policy
Privacy and Confidentiality Policy

Purpose

We aim to ensure the protection and safety of children, staff members and families accessing the Service. Educators and Staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Service in case of emergencies.

Scope

This policy applies to children, families, staff, management and visitors of the Service.

Implementation

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

As part of our Risk Management process, our Service may introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our Arrival and Departure Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

The Approved Provider/Nominated Supervisor/Responsible Person will ensure:

- adequate supervision is provided when children arrive and depart the service premises
- relevant educator to child ratios are adhered to at all times
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent /guardian or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the Service including the name, address and contact details of:
 - o any emergency contacts
 - o any authorised nominee
 - o any person authorised to consent to medical treatment or administration of medication
 - o any person authorised to give permission to the educator to take the child off the premises
 - o any person who is authorised to authorize the education and care service to transport the child or arrange transportation
 - o details of any court order, parenting orders or parenting plan
 - o authorisations for the service to take the child on regular outings
 - o authorisations for the service to take the child on regular transportation
 - o any medical management plan, anaphylaxis medical management plan or risk minimisation plan

- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see Incident, Injury, Trauma and Illness Policy and Procedure)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQA IT System
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

Arrival at the Service

Our Service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our Service has implemented the following measures:

- Any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our Service under any circumstance.
- A designated area for drop off/ pick up will be clearly indicated.
- Signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres).
- Children will be welcomed outside our Service by an educator and a non-contact device used to sign their child into the Service or parents are asked to use hand sanitiser before and after touching the sign in/out device.
- The device will be disinfected regularly throughout the day.
- All children need to be signed in by an authorised person. Note: the signing in of a child is verification of the accuracy of the attendance record. Information required on the register includes the child's name, date and time and the signature of the person dropping off the child.
- The parent/authorised nominee must also advise staff who will be collecting the child/children if it is different to usual.
- Children are required to wash their hands upon arrival at the service.
- Families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
- Should families forget to sign their child/children in, National Regulations require the Nominated Supervisor or educator to sign the child in.
- Sign in sheets/attendance records are to be used as a record in the case of an emergency to account for all children present at the Service.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building
- A child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child.
- The educator will check that the family has completed an Administration of Medication Record and store the medication appropriately, away from children's reach.
- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- Due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with any educators or service staff will be limited and physical distancing will be adhered to at all times between adults.
- Should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible.
- A locker or shelf space will be made available to children and their families.

- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

Departure from the Service

- Children may only leave the service premises if the child leaves;
 - In accordance to the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record; or
 - Taken on an excursion; or on transportation provided or arranged by the service with the written authorisation of the child's parent or authorised nominee; or
 - Given into the care of a person or taken outside the premises; or
 - Because the child requires medical, hospital or ambulance care or treatment; or
 - Because of another emergency (evacuation due to bush fire, flood).
- In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter).
- Parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to management as an authorised nominee or authorised person for the child.
- Photo identification must be sighted by a Primary Contact Educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service including each child's name, date and time they departed. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or educator.
- Tablets used to sign children out of the service must be disinfected regularly throughout the day/parents will be requested to use hand sanitiser before and after touching the sign in/out device and/or a pen..
- Children must be signed out on the same sheet that they were signed in on.
- Parents/authorised persons are requested to arrive to collect their child/children by 6.00pm.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.
- In the case of a particular person (including a biological parent) being denied access to a child, the service requires a written notice (court order) from a court of law.
 - Educators will attempt to prevent that person from entering the service and taking the child however, the safety of other children and educators must be considered.
 - Educators will not be expected to physically prevent any person from leaving the service
 - In such cases, the parent with custody will be contacted along with the local police and appropriate authorities
 - Where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the service.
 - A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, family members are asked not to give their Xplor log in details for use by anyone other than themselves.
- In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQA IT System.



- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - Discuss their concerns with the person, without the child being present if possible, and
 - Suggest they contact another parent or authorised nominee to collect the child
 - Follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - Contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - If an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to Refusal of Authorisation Record).
- At the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency Evacuation Policy.
- Details of absences during the day will be recorded.

Visitors to the Service

- To ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Service must sign in when they arrive at the service and sign out when they leave.
- To minimise the risk of exposure to COVID-19, our service may restrict the number of visitors to our service including students on work placements, volunteers, additional family members, delivery of goods or contractors
- Signage will clearly indicate who is permitted to enter the service
- Signage will alert all adults to adhere to physical distancing requirements
- All visitors must adhere to our Handwashing Policy and wash their hands upon arrival and departure of the service

Late collection of children

- If there are children still present at the Service upon closing, it is best practice, and our policy, to ensure a minimum of two educators remain until all children are collected.
- Instruction to parents; *"Please remember that our educators have families to go home to and their own children to collect by a designated time. Collection of children between 6:01-6:15pm will incur a \$2.00 a minute late pick up fee per child. After 6.16pm every additional minute will incur a \$5.00 late pick up fee per family. Please be aware that this fee is not claimable through your Child Care Benefit."*
- If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.
- If they have not arrived by 6pm the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.
- Due to licensing and insurance purposes, if by 6pm neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities
- If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the



Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.

- Where families are continually late to collect children, a Late Collection of Children letter will be presented to parents/guardians
- Should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

Source

- Australian Children's Education & Care Quality Authority. (2014).
- Australian Children's Education & Care Quality Authority (ACECQA). 2020. Policy and Procedure Guidelines. Delivery to, and Collection from Education and Care Services.
- Australian Government. Department of Education, Skills and Employment. Belonging, Being and Becoming. The Early Years Framework for Australia. (2009)
- Australian Government Department of Health Australian Health Protection Principal Committee (AHPCC)
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law Act 2010. (Amended 2018).
- [Education and Care Services National Regulations](#). (2011)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Framework. (2018). (Amended 2020).
- National Health and Medical Research Council. (2013). Staying healthy: Preventing infectious diseases in early childhood education and care services. (5th Ed.).
- Revised National Quality Standard. (2018).
- Safe Work Australia (2020)

Attachments

- Attachment 1: Authorisation Procedure.
- Attachment 2: Authorisation form for Collection of Children.

Review

Policy Reviewed	Modifications	Next Review Date
January 2017	• Regulation amendments have been incorporated	January 2018
October 2017	• Updated the references to comply with revised National Quality Standard	September 2018
January 2018	• Minor changes made to support compliance • Related policy section added	January 2019
April 2019	• Minor wording changes	April 2020
May 2020	• Additional relevant regulations added • Related policies updated • Late Collection information added and reworded • Sources checked for currency	January 2021
March 2021	• Review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in red may be adjusted to suit individual services in each state/territory • Sources checked for currency • Minor edits	January 2022
January 2022	• Policy reviewed to align with Policy Guidelines from ACECQA August 2021	January 2023



	<ul style="list-style-type: none">• Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles• Minor edits to reflect changes to ECEC services• Policy reviewed as part of annual review cycle. No additional changes	
May 2022	<ul style="list-style-type: none">• Name of policy changed from 'Arrival and Departure Policy' to 'Delivery of Children to, and Collection from Education and Care Service Premises Policy'	January 2023

Attachment 1 | Authorisation Procedure



These procedures are to be followed when a child is COLLECTED BY AN UNAUTHORISED PERSON, including where parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.

The Nominated Supervisor will:

1. Request the parent/guardian or authorised nominee email the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child.
2. Accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email, provided the following procedure is followed:
 - a. All details of the person collecting the child, including the name, address and telephone number of the person must be obtained.
 - b. Two educators take the verbal authorisation message (recommended by DEECD).
 - c. The verbal authorisation is documented and stored with the child's enrolment record for follow up.
 - d. Photo identification is obtained to confirm the person's identity on arrival at the service.
 - e. Ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form (refer to Attachment 2 of this document) when next at the service, or by adding details of the new authorised nominee to the child's enrolment form.
3. Ensure that email authorisation is stored with the child's enrolment record.
4. Ensure the attendance record is completed prior to the child leaving the service.
5. Refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee.
6. Contact police if the safety of the child or service staff is threatened.
7. Implement late collection procedures (refer to Attachment 4 of this document) if required.
8. Notify the Approved Provider in the event that written authorisation is not provided for further follow up.



Attachment 2 | Authorisation Form for Collection of Children

Authorisation has been given by writing/telephone/email for the collection of the following child from Nunawading Christian College Early Learning Centre & OSHC.

Name: _____

Date: _____

Time: _____

- ☐ This is a ONE OFF collection.
- ☐ This will be an ONGOING collection (to be filed with enrolment record)

Parent/Guardian's authorising pick up:

Name: _____

Signed: _____

Reporting Staff:

Name: _____

Signature: _____

Person Collecting Child:

Name: _____

Address: _____

Phone/Mobile Number: _____

Photocopy photo ID below BEFORE allowing the child to leave the Service.