



Delivery of children and collection from education and care services

Policy statement

We are committed to the safe delivery of children to, and collection from, our service. Mark Oliphant College Children's Centre have detailed processes, procedures and practices in this regard and ensure that all educators and staff implement to ensure the safe delivery and collection at preschool and occasional care. The procedure describes the requirements services must follow under the:

- [Education and Early Childhood Services \(Registrations and Standards\) Act 2011](#)
- [Education and Care Services National Regulations](#) (regulations 99, 158, 168 (2) (f), 177 (1) (k)).

This procedure provides local guidance on the implementation of the Department for Education's [Preschool Attendance Recording Procedure](#).

Background

The Education and Care Services National Regulations require approved providers to ensure their services 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 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. 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. Safeguarding children during their delivery to, and collection from, the service premises can be enabled by the creation of policies and procedures and an effective process for their implementation.

Legislative requirements

- [Education and Care Services National Regulation](#)
 - Section/regulation Description
 - 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 service premises (applies to an education and care service operating in a participating jurisdiction that has a working with children law)
 - Regulation 86 Notification to parents of incident, injury, trauma and illness
 - Regulation 87 Incident, injury, trauma and illness record
 - Regulation 99 Children leaving the education and care service premises
 - Regulation 100 Risk assessment must be conducted before excursion
 - Regulation 101 Conduct of risk assessment for excursion
 - Regulation 102 Authorisation for excursions
 - Regulation 102A Application of Division
 - Regulation 102B Transport risk assessment must be conducted before service transports child





- Regulation 102C Conduct of risk assessment for transporting children by the education and care service
- Regulation 102D Authorisation for service to transport children
- Regulation 122 Educators must be working directly with children to be included in ratios
- Regulation 123 Educator to child ratios – centre-based services
- Regulation 157 Access for parents
- Regulation 158 Children's attendance record to be kept by approved provider
- Regulation 160 Child enrolment records to be kept by approved provider and family day care educator
- Regulation 161 Authorisations to be kept in enrolment record
- Regulation 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
- Regulation 172 Notification of change to policies or procedure
- [Education and Early Childhood Services \(Registration and Standards\) Act 2011, Schedule 1 Education and Care Services National Law \(South Australia\)](#)

Sources

- [National Quality Standards](#)
 - National Quality Area 2
- [Safe Arrival of Children - policy and procedure guidelines \(acecqa.gov.au\)](#)
- [Safe transportation of children policy \(edi.sa.edu.au\)](#)
- [Safe transportation of children procedure \(edi.sa.edu.au\)](#)
- [Safe arrival of children policy \(edi.sa.edu.au\)](#)
- [Preschool attendance recording procedure \(edi.sa.edu.au\)](#)
- [Attendance, delivery and collection of preschool children \(edi.sa.edu.au\)](#)

Principles

- The safety, health and wellbeing of the children at our service is paramount. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the 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 leaders, 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.





Procedure Guidelines

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child. We aim to ensure the protection and safety of all children, staff members, and families accessing the service. Teachers, Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

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

- adequate supervision is provided when children arrive and depart the service premises
- 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
 - any emergency contacts
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication
 - any person authorised to give permission to the educator to take the child off the premises
 - any person who is authorised to authorize the education and care service to transport the child or arrange transportation
 - details of any court order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings
 - authorisations for the service to take the child on regular transportation
 - 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
- all new teachers, 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





Arrival at the service

- Families are required to sign their child/children into the Service on the attendance sheet in the foyer area and will be encouraged to do so immediately upon arrival to avoid forgetting
- It is a legal requirement for parents to sign their child in on the sign in sheet, including the correct time of their arrival
- should families forget to sign their child/children in, National Regulations require the Nominated Supervisor to sign the child in
- sign in records are to be used in the case of an emergency to account for all children present at the Service
- for safety reasons parents/caregivers are required to come inside the Children's Centre and present their child to greet their primary educator so that their arrival is noted
- in order for children to feel secure and safe, it is important that children and families are greeted upon arrival by the child's primary educator and participate in the negotiated goodbye routine with the person dropping them off. Saying goodbye helps to build trust, while parents/caregivers leaving without saying goodbye could cause the child to think they have been left behind
- a child's medication needs, or any other important or relevant information needs to be provided during the enrolment process prior to the child attending the service
- drop off and collection time are busy times of the day when teachers and educators are settling children into their day and engaging in learning. Should families require longer conversations regarding their child's education or care, these should be conducted via appointment at a suitable time
- for the safety of our children older siblings must remain in the foyer area at drop off and pick up times.

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 or authorised nominee named in the enrolment record; or
 - taken on an excursion; or
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to fire or flood)
- parents are to advise their child's educator if someone different is picking up their child, verbally and written on the attendance sheet. This person is to be named on the enrolment form or added in writing to administration as an authorised nominee or authorised person for the child
- photo identification must be sighted by Administration or a Primary Educator before the child is released. If educators cannot verify the person's identity, they are 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 their name and time they depart. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or educator.





- parents/authorised persons are requested to arrive to collect their child/children before 3.30pm and 11:30am for occasional care morning session
- Nominated Supervisors will ensure that the authorised nominee collection list for each child is kept up to date. Authorised nominees are required to be aged 16 and above to collect children (including older siblings)
- a child will not be released by staff to anyone suspected of being under the influence of drugs or alcohol
- any parent gaining a Court order or injunction against access of their spouse, ex-spouse or other adult must inform the preschool immediately and provide a copy of the Court Order
- no child will be withheld from a biological parent or authorised nominee 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
- staff will not hand over a child to an adult where a Court Order prohibits that adult from contact with the child
- staff will not be expected to put themselves at risk in the event that a parent becomes violent, threatening or aggressive
- staff will attempt to discourage the non-custodial parent from taking the child while other staff members use the phone to discreetly call the Police and parent
- a court order overrules any requests made by family members to adapt or make changes
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 12 hours through the IRMS system

Late collection of children

- If there are children still present at the Service upon closing, a minimum of two educators remain until all children are collected
- If parents/authorised persons are unable to be contacted staff will call alternative contacts as listed on the enrolment form to organise collection of the child
- Parents/caregivers are required to contact the Children's Centre if they are going to be late. Children can become distressed when parents are running late and it is important to their wellbeing that they know their parents have contacted staff
- If a parent/caregiver is likely to be more than 5 minutes late staff will request that parents arrange an alternative authorised person to collect their child. Children's Centre staff are not available to supervise children outside of preschool hours
- If parents or emergency contacts are unable to be contacted within 30 minutes of the Service closing, the service may be required to contact the police and other relevant authorities
- Where families are continually late to collect children. One verbal warning will be given prior to a late fee being imposed
- A late fee of \$5 will be charged for the first 5 minutes and \$2 per minute thereafter will be imposed if children are not collected by finish time. This payment will be due within 48 hours.





Children travelling between services

Parents/caregivers of children who will be accessing and travelling between Mark Oliphant College Children's Centre and other education or early childhood services (OSHC or Childcare) will be required to sign a permission to collect form on enrolment, or commencement at the service.

Service children leave	Service children arrive at	Personnel with a duty of care obligation (at the service/other service)
Mark Oliphant College YMCA Out of School Hours Care (OSHC)	Mark Oliphant College Children's Centre	Mark Oliphant College YMCA Out of School Hours Care (OSHC)
Mark Oliphant College Children's Centre	Mark Oliphant College YMCA Out of School Hours Care (OSHC)	Mark Oliphant College YMCA Out of School Hours Care (OSHC)
Stepping Stone Munno Para Childcare & Early Development Centre	Mark Oliphant College Children's Centre	Stepping Stone Munno Para Childcare & Early Development Centre
Mark Oliphant College Children's Centre	Stepping Stone Munno Para Childcare & Early Development Centre	Stepping Stone Munno Para Childcare & Early Development Centre

Procedure creation and revision record

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