DELIVERY OF CHILDREN TO, AND COLLECTION FROM EDUCATION AND CARE SERVICE PREMISES

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 Out of School Hours Care (OSHC) Service for before and after school care, and vacation care. 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 health and safety of children at our OSHC Service, our *Delivery of children to and collection from Education and Care Service Premises 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 as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

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| 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. |

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| EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS | |
| 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 |
| 84 | Awareness of child protection law |
| 86 | Notification to parents of incidents, injury, trauma and illness |
| 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 |
| 102AAB | Safe arrival of children policies and procedures |
| 102AAC | Risk assessment for the purposes of safe arrival of children policies and procedures |
| 102B | Transport risk assessment must be conducted before service transports a child |
| 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 |

RELATED POLICIES

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| --- | --- |
| Acceptance and Refusal Authorisation Policy  Administration of Medication Policy  Child Protection Policy  Child Safe Environment Policy  Code of Conduct Policy  Dealing with Infectious Diseases Policy  Emergency Evacuation Policy  Enrolment Policy  Incident, Injury, Trauma and Illness Policy | Handwashing Policy  Orientation of New Families Policy  Privacy and Confidentiality Policy  Safe Arrival of Children Policy  Safe Transportation Policy  Student, Volunteer and Visitor Policy  Termination of Enrolment Policy  Work Health and Safety Policy |

PURPOSE  
We aim to ensure the protection and safety of all children, staff members, and families accessing the OSHC Service. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child’s enrolment form.

SCOPE

This policy applies to children, families, staff, the approved provider, nominated supervisor, management, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION  
Our OSHC Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators, educator assistants and staff implement these.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

* that obligations under the *Education and Care Services National Law and National Regulations* are met
* educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
* families are aware of this *Delivery of children to, and collection from an Education and Care Service Premises Policy*
* a risk assessment is conducted in conjunction at least once every 12 months, to identify any risks or hazards that may pose a risk to children’s health, safety or wellbeing as they travel between our OSHC Service and any other service which provides education and care to children (See: *Safe Transportation of Children Policy*)
* adequate supervision is provided when children arrive and depart the OSHC Service premises
* relevant educator to child ratios is adhered to at all times
* accurate attendance records are kept
* children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Regulation 99
* enrolment records are kept for each child enrolled in the OSHC 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 authorise the education and care service to transport the child or arrange transportation of the child
  + 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 through the [NQA IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-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 SERVICE

* 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, the date and time of arrival
* the parent/authorised nominee must also advise staff who will be collecting the child/children
* families will be greeted at the service entrance and educators will sign their child/children into the OSHC Service and will do so immediately upon arrival to avoid forgetting
* attendance records are to be used as a record in the case of an emergency to account for all children
* 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
* a locker or shelf space will be made available to children
* 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 nominated supervisor stating that one parent has sole custody and responsibility.

DELIVERY TO SCHOOL

Educators and staff will:

* implement procedures for the safe handover of children between our OSHC Service and an educational facility as per our Safe Arrival of Children Policy and procedure
* ensure documentation is correctly and clearly communicated with all stakeholders
* accurate attendance records are kept up to date recording:
  + the time and date children arrive and depart the OSHC Service
  + the signature of the person who has collected or delivered the child to our OSHC Service
* follow the Safe Transportation Policy at all times if traveling between our OSHC Service and another education facility
* ensure families complete a Safe Travel Agreement Form prior to children travelling between our OSHC Service and an educational facility
* will be signed out of the OSHC Service and escorted to the designated class area for Juniors, Middles and Uppers (Years 4-6) will be monitored within the school yard for behaviours and any first aid requirements by an on duty OSHC educator until school begins

ABSENT OR MISSING CHILDREN

* parents must advise the OSHC Service staff as early as possible of their child/children’s absence from school
* if a child has not arrived at the OSHC Service and the parent has not contacted the OSHC Service to advise of the child/children’s absence the child will be marked as absent
* if a child is collected from the school early due to illness or other reasons the parent must notify the OSHC Service via text message or voicemail to the OSHC mobile or via email
* if a child does not arrive at the OSHC Service at the expected time an educator will:
  + check the *Safe Travel Agreement Form* and any communication from the family if the child does not arrive at our OSHC Service at the pre-determined time
  + check the school attendance system or with school administration if the child was absent from school
  + contact the educational facility and confirm the child left the educational facility at the arranged time
  + contact the parents or authorised nominee to determine the location of the child
  + contact the nominated supervisor/responsible person to advise of the situation
  + where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
  + liaise with Police, emergency services and parents as required
  + contact the school principal or delegate
  + *if the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know*
  + complete an incident, injury, trauma and accident record as soon as possible

MISSING CHILDREN

If a child is considered missing, an educator or staff member will:

* Contact the police by dialling **000**
* Contact the child’s parents
* Contact the school to inform them of the missing child
* Ensure that other children waiting to move to their area of the OSHC Service remain appropriately supervised
* Notify the regulatory authority within 24 hours of becoming aware of a serious incident

DEPARTURE FROM OSHC SERVICE

* Children may only leave the OSHC Service premises if the child leaves:
* in accordance with the written authorisation of the child’s parent or authorised nominee named in the enrolment record; or
* taken on an excursion or on transportation provided or arranged by the OSHC 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, severe storm)
* in the case of an emergency, where the parent/guardian or a previously authorised nominee 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 OSHC 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 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 outby an educator and delivered to their authorised collection person when the child is collected from our OSHC Service including each child’s name, date and time they depart.
* parents/guardians are required to arrive to collect their child/children by 6.15pm
* 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 OSHC 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
* 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](https://www.acecqa.gov.au/resources/national-quality-agenda-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 unless a parent has given written authorisation
* 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 Register*).
* at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms 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.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of Vacation Care, policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service* sections within this policy.

VISITORS

* to ensure we can meet Work Health and Safety requirements and ensure a child safe environment,individuals visiting our OSHC Service must sign in when they arrive at the service and sign out when they leave. It is also a requirement of the National Regulations that visitors are not left alone with children at any time. Medical practitioners will be given a space with a large viewing window for active supervision by educators

LATE COLLECTION OF CHILDREN

* if there are children still present at the OSHC Service upon closing, it is best practice to ensure a minimum of two educators are present remain until all children are collected.
* if parents/guardians know that they are going to be late, they must notify the OSHC Service. If possible, they should make arrangements for someone else to collect their child
* if they have not arrived by 6:15pm 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 6.15pm neither the parent or any of the authorised contacts 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.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

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| Administration of Medication Record  Authorisation Form  Alternative Authorisation Form  Late Collection of Child Letter | Late Delivery of a Child Letter  Refusal of Authorisation Register  Safe Travel Agreement Form  Visitor sign in sign out record |

CONTINUOUS IMPROVEMENT/REFLECTION

The *Delivery of children to, and collection from Education and Care Service Policy* will be reviewed on an annual basis in conjunction with children, families, educators and staff.

SOURCES

Australian Children’s Education & Care Quality Authority. (2014).

Australian Children’s Education & Care Quality Authority. (2023). [*Guide to the National Quality Framework.*](https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf)

Australian Children’s Education & Care Quality Authority (ACECQA). 2023. [Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.](https://www.acecqa.gov.au/sites/default/files/2023-07/PolicyGuidelines_DeliveryOfChildrenTo%26CollectionFromEducation%26CareServicePremises.pdf)

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Education and Care Services National Law Act 2010*.* (Amended 2023).

[Education and Care Services National Regulations](https://www.legislation.nsw.gov.au/#/view/regulation/2011/653). (Amended 2023)

National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early*

*childhood education and care services.*

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

[Western Australian Education and Care Services National Regulations](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_12929_subsidiary.html)

REVIEW

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| --- | --- | --- | --- | --- | --- |
| POLICY REVIEWED BY | OSHC Advisory Committee and Governing Council | | Governing body | | May 2024 |
| POLICY REVIEWED | JANUARY 2024 | NEXT REVIEW DATE | | JANUARY 2025 | |
| VERSION NUMBER | V13.01.24 | | | | |
| MODIFICATIONS | * annual policy maintenance * regulations and content added re: Safe Arrival of Children * removal of statements that were introduced during the COVID pandemic re: COVID-19 risk assessment/management/AHPPC sources * sources checked for currency | | | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | | NEXT REVIEW DATE | |
| JANUARY 2023 | * annual policy maintenance * removal of COVID-19 risk mitigation strategies (services may amend to suit their unique context) * additional information added to ‘Continuous Improvement’ section * Childcare Centre Desktop Related resources section added * link to Western Australian Education and Care Services National Regulations added in ‘Sources’ | | | JANUARY 2024 | |
| OCTOBER 2021/JAN 2022 | * Policy reviewed to align with Policy Guidelines from ACECQA August 2021 * Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles * minor edits to reflect changes to ECEC services re: COVID-19- statements in red must be contextualised to each OSHC service. * Policy reviewed Jan 2022 as part of annual review. | | | JANUARY 2023 | |
| JANUARY 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 editing | | | JANUARY 2022 | |
| JUNE 2020 | * addition to introduction of policy * updated to include risk mitigation measures for arrival and departure due to COVID-19 * additional hygiene procedures added- re handwashing * additional related policies | | | JANUARY 2021 | |
| JANUARY 2020 | * Additional relevant regulations added * Related policies updated * Late Collection information added and reworded * Sources checked for currency | | | JANUARY 2021 | |
| JANUARY 2019 | * Introductory statement added * Additional information added to points. * Duplicated information deleted. * Rearranged the order of points for better flow * Points added (Highlighted). * Sources/references alphabetised. | | | JANUARY 2020 | |
| JANUARY 2018 | * Minor changes made to support compliance * Related policy section added | | | JANUARY 2019 | |