

Delivery and Collection of Children



REVIEW DATE 21/07/2027

Policy Statement

Children are considered to be under the care of our preschool at the point the preschool is taken to assume responsibility for their care and wellbeing. At this point the National Law and National Regulations apply.

A child may only leave the preschool premises under any of the following circumstances:

- a parent/guardian or authorised nominee collects the child
- a parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- a parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion
- a parent/ guardian or authorised nominee provides written authorisation for transportation of the child.
- the child requires medical, hospital or ambulance treatment, or there is another emergency.

Accurate arrival and departure documentation is a legislated requirement in all services approved by the Regulatory Authority. A record is also required for days that a child has been absent. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lock down procedures.

Goals / What are we going to do?

- Keep an accurate record of child attendance to ensure that there is a record of the children being cared for and educated by the service and that the correct child/educator ratios are being met by the service.
- Practical and safe approaches to the delivery and collection of children at the preschool will promote a smooth transition between home and preschool, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures a child's arrival at and departure from the preschool continues their safe care and custody and that the preschool is meeting its duty of care obligations under the law.

Strategies / How will it be done?

Digital Sign in using OWINA

A record of attendance, kept on OWINA, includes:

- date;
- the full name of each child booked to attend for that day;
- arrival and departure times; and
- signature of the person who delivers and collects the child or the nominated supervisor or educator.

Attendance and Enrolment Records

Our Approved Provider must ensure that a record of attendance is kept on a digital Child Care Management System CCMS that:

- records the full name of each child attending the service; and
- records the date and time each child arrives and departs; and
- is signed by one of the following persons at the time that the child arrives and departs: the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
- a nominated supervisor or an educator.

(Education and Care Services National Regulations, Chapter 4, Part 4.7, Division 1, Subdivision 1)

Review of the Attendance Report

- Staff will regularly review the attendance report in OWINA to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- Prior to closing the service, two staff members must verify all children have been signed out of the preschool. If a child is not signed out, educators/staff members will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains. This will be recorded in the Attendance Register.

Authorised Nominees

- On enrolment, parents/guardians are to provide the names, address and contact details of people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren for the first time, if the Authorised Nominee is not a familiar person.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child and sign the roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately. – they can give verbal approval and be asked to update list of nominees on OWNA.

Please note: Both parents have lawful authority of their children and are consequently permitted to collect children from the centres' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the preschool and will be stored with the child's enrolment information.

Concerns for the Safety, Health and Wellbeing of Children

Educators and staff will always act in the interest of safety for the child, themselves and other children at the preschool. If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

Situations when this may occur include:

- when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child;
- when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.

Staff will immediately refer to the Child Protection Policy and implement the appropriate strategies.

Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"> • Ensure the preschool operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times.
Nominated Supervisor	<ul style="list-style-type: none"> • Provide supervision, guidance, and advice to ensure adherence to the policy at all times. • Ensure children do not leave the preschool premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment). • Ensure that a parent of a child enrolled at the preschool may enter the service premises at any time when the child is being educated and cared for by the preschool – except when: <ul style="list-style-type: none"> ○ permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or ○ the supervisor is aware the parent is prohibited by a court order from having contact with the child. • Ensure an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision.
Early Childhood Educators	<ul style="list-style-type: none"> • Ensure accuracy of attendance record at all times, paying particular attention to children who are expected to arrive via bus. • Be available for individual greeting and settling of children. • Confirm when bus children have arrived following the bus procedure. • Provide a supportive and welcoming environment for children and families to assist with separation and settling. • Follow all service procedures regarding the delivery, collection and transportation of children. • Greet and farewell parents and caregivers directly. • Actively supervise children and be alert to increased risks to children's safety during arrival and departure times and take steps to assess and mitigate risks. • NEVER ORGANISE TRANSPORT TO OR FROM PRESCHOOL ON BEHALF OF A FAMILY.

Families	<ul style="list-style-type: none"> • Accurately and completely fill in the details of the child's attendance at the service upon arrival and at the time of departure, including signature in OWNA. • Communicate any changes of routine with educators. • Leave your child in the direct care of a staff member. • Ensure educators are aware your child has been collected before departing the service. • Provide the preschool with any court orders relating to your child. • Show a duty of care to protect the safety of all children. • Families can mark non-attendance on OWNA
-----------------	---

Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the preschool will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the preschool will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the preschool; a family's ability to utilise the preschool; the fees charged or the way in which fees are collected.

Related Legislation

Education and Care National Law Act 2010: Sections 165, 167, 170

Education and Care National Regulations: 99, 102, 102(D), 157-161, 168(z)(f), 176

Family Law Act 1975 (Cth), as amended 2011

Australian Child Protection Legislation
<https://aifs.gov.au/resources/resource-sheets/australian-child-protection-legislation>

Related Guidelines, Standards and Frameworks

National Quality Standards for Early Childhood Education and Care and School Age Care: Standard 2.2 Element 2.2.1, Standard 6.1 Element 6.1.2, Standard 6.2 Element 6.2.1.

Sources

CELA: Community Early Learning Australia www.cela.org.au

Australian Children's Education and Care Quality Authority (ACECQA) www.acecqa.gov.au

President's Name: Ashleigh Mitchell

President's Signature:

Date: 21/07/2025

REVIEW DATE: 21/07/2027

Appendices

1. Hours of Operation
2. Late Pickup Fee

Policy Dated	Adopted by	Review Date
18/12/2016	Naomi Simpson	18/12/2018
20/02/2023	Narissa Cuskelly	10/05/2025
21/07/2025	Ashleigh Mitchell	21/07/2027

Delivery and Collection of Children Policy

Appendix 1



Hours of Operation

Evans Head Centre



Jellum (Fish)

Alternate Mondays,
Tuesdays & Wednesdays

9:00am to 3:00pm

5 days (30 hours)/fortnight

OR



Jellum - B (Fish)

Tuesdays & Wednesdays

9:00am to 3:00pm

2 days (15 hours)/week

Extended hours are available from 8:00am to 9:00am and 3:00pm to 4:00pm on request.

OR



Bing Ging (Turtle)

Thursdays & Fridays

8:30am to 4:00pm

2 days (15 hours)/week

Extended hours are available from 8:00am to 8:30am on request.

Woodburn Centre



Guhgun (Kookaburra)

Mondays & Tuesdays

8:30am to 4:00pm

2 days (15 hours)/week

OR



Jena Jena (Echidna)

Wednesdays & Thursdays

8:30am to 4:00pm

2 days (15 hours)/week

Extended hours are available from 8:00am to 8:30am on request.

Extended Hours of Operation [8:00am to 4:00pm]

Parents are requested to book their child in for extended hours in advance.

Staff are only employed from 8:00am to 4:00pm.

Children will not be accepted before 8:00am when we are legally licensed to care for children.

Extended hours care is billed as two separate time slots. Parents may choose to utilise either time slot, both or neither, on a permanent or casual basis, depending upon need.

Late Pickup Fee

Rationale:

Children can feel anxious when they are not collected in a timely manner. There is also a negative effect upon educators' morale and welfare when families do not respect their boundaries and their right to finish work on time after a long day.

In a small town, educators can be asked to perform favours for families which breach regulations and/or preschool policy. Educators are not permitted to drive children home in their private car.

It is the responsibility of families to:

- Arrive at the centre by 3:55pm to collect their child from extended care;
- Contact the centre if they have been unavoidably delayed and make alternative arrangements for an authorised adult to collect their child or give staff an estimated time of arrival. Communication will be done directly by phone. Emails are not acceptable as the office is not staffed on a full-time basis.

Late Collection Procedure

If the parent/authorised nominee has not contacted the preschool and has failed to collect their child by 4:00pm, two experienced educators will:

- Notify the Nominated Supervisor
- Remain at the service and attempt to contact the parent/guardian;
- Phone the child's Authorised Nominee if parents cannot be contacted;
- Countersign the Attendance Register noting the time of departure;
- Give parents a copy of the Late Collection Procedure.

If educators are unable to contact the parents or authorised nominees by 4:30pm (30 minutes after closing time), the Responsible Person will contact Authorities and their advice will be followed.

The Department of Education will be notified within 24 hours.

Delivery and Collection of Children Policy

Appendix 2

Late Pickup Fee

First Instance:

\$20 per family after the first 5 minutes and up to 15 minutes.

\$20 per family for every additional 15 minutes.

A copy of our Arrivals and Departures Policy will be given to the family.

Subsequent instances in a calendar year:

\$10 per family from 4:00pm to 4:05pm

\$20 per family from 4:06pm to 4:10pm

\$30 per family from 4:11pm to 4:15pm

\$40 per family from 4:16pm to 4:20pm

\$50 per family from 4:21pm onwards

Continued Late Pickup:

After three (3) late pickups in a calendar year the Director will issue a formal warning in writing to the family. If a family is late on **4 or more** occasions in a calendar year, the parents/guardians will be asked to meet with the Director to discuss possible forfeit of their enrolment due to breach of their responsibilities, signed on the enrolment form.