

7.4 Delivery and Collection of Children Policy

Policy number: 7.4	
Date last reviewed: November 2023	
Reviewed by: Child Care Team	
National Quality Standards Early Childhood Education & Care	<p>QA</p> <p>2- Children’s Health and safety</p> <p>3.2.1 Outdoor and indoor spaces are organised and adapted to support every child’s participation and to engage every child in quality experiences in both built and natural environments.</p> <p>4.1 staffing arrangements enhance children’s learning and development.</p> <p>7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service.</p>
Policy relates to	<ul style="list-style-type: none"> • Incident, injury, trauma and illness • Dealing with medical conditions in children • Emergency and evacuation • Safe transportation of children • Providing a child safe environment • Acceptance and refusal of authorisations • Transport policy -7.18 (a) • Car restraint policy

Purpose

Arrivals and departures of children are key times for parent and educator communication and for welcoming children into care. Educators must ensure that regulations regarding parental authorisation for delivery and collection of children are met, including transportation of children.

Policy

A child may only leave the education and care service premises under one of the following circumstances:

- A parent or authorised nominee collects the child; this can be the emergency contact if authorised in the enrolment information.
- A parent or authorised nominee provides prior written authorisation for the child to leave the premises; including transport and emergency person authorisations
- A parent or authorised nominee provides prior written authorisation for the child to attend an excursion;

- The child requires medical, hospital or ambulance treatment, or there is another emergency.

(In this regulation, the term “parent” does not include a parent who is prohibited by a court order from having contact with the child.)

Any continuous period of care for a child must not exceed 23 hours without prior approval from service manager. Hours that the child is attending school are included in this period if the educator is dropping off and collecting the child from school.

Parents nominate the **adult** (over 18 years) who will be delivering and collecting their child from care at the time of registration. It is the service’s policy that only the person nominated on the enrolment registration is authorised to collect children from care. If other arrangements are needed, the service and educator should be notified and enrolment information updated. This is the parents responsibility to keep information up to date.

It is important that the parent noted as the primary contact ensures that any nominated or authorised persons noted on the enrolment are a suitable person to collect the child in care, where there are concerns that this is not the case the primary parent will be contacted by the educator or office to discuss the situation further.

If a person attends the service and is not a nominated or authorised person refusal to collect will occur and the primary parent will be contacted.

Educators should not be listed as an emergency contact for any child, and it is not recommended that educator family members are listed as emergency contacts.

Families with custody issues are required to share this information with the service and provide copies of any custody or court orders in place.

Where there are additional risks with custody situations or domestic violence the primary parent must advise the service and educator to ensure that a risk plan/emergency plan is put in place for the consideration of everyone’s safety.

Unless custody or court order papers are in place to state otherwise either parent listed on the enrolment form is allowed to collect and have access to the child in care, for this reason it is essential for families to keep enrolment information up to date and advise of any changes or potential risks.

If a child at the service appears to be missing or cannot be accounted for, or appears to have been taken or removed from the service premises in a way that breaches the National Regulations, it is considered a serious incident and the educator is required to immediately contact the service and any necessary authorities/emergency services without delay. The service will contact the Regulatory Authority within 24 hours of the incident.

On arrival each day, educators need to receive the child into care. Parents are required to sign and note the actual time of their child coming into care on the sign in sheet. On collection parents are required to sign and note the actual time of collection. These are requirements of the Child Care Benefit legislation and are the responsibilities of parents.

If variation to the booked times of delivery or collection occurs consistently, the booking times should be altered. Booking forms and care agreements must be updated by the parents when changes occur.

On delivery, parents may have useful information regarding their child (e.g. their health or well-being prior to coming into care) to share with their educator. On collection, educators will also have information to share regarding the child's day. Procedures should be in place to allow discussion of sensitive issues out of the hearing of children.

Emergency Removal of Children

Educators must verify identification documents and contact the service in these situations:

- Where the Regulatory Authority considers on reasonable grounds that there is an immediate danger to the safety, health or wellbeing of a child or children, the Regulatory Authority (with the assistance of others such as police officers or the Department of Communities and Child Safety Service) may take emergency action to remove the child or children from the approved service premises;
- Department of Communities and Child Safety Services have authority to remove children from the approved service due to any circumstance affecting the child where the child has been identified "at risk". This can occur in situations where the child is removed from parental care.

School Children

If a child is attending before or after school care in a Family Day Care setting/In home Child Care, the educator is responsible for signing the child out of care upon dropping them to school, and in to care upon collecting them from school. At the end of each day, the parent should countersign the educator's signature/s.

Educators that have children arriving or departing by bus need to have contact details for the bus operator and school documented on the Bus Travel Details form. Educators who have children who walk independently to and from school need to have the route and travel times documented.

In the event that a child is expected to arrive at the educator's home after school on a bus but the bus does not arrive, or the bus arrives without the child, OR if a child is expected to walk themselves to the educator's home but does not arrive by the expected time, the following steps should be taken:

- (1) The educator is to immediately contact the school to try and locate the child;
- (2) The educator should next contact the coordination unit to advise what has occurred;
- (3) If the child has been located at the school, the educator or service will contact the parent to arrange collection of the child;

- (4) If the child cannot be located at the school, the educator should contact the parent to confirm that no alternative arrangements have been made;
- (5) The educator should immediately notify the police if the child is not able to be located.

Relevant Legislation

Education and Care Services National Law Act 2010 Sections 165,167
 Education and Care Services National Regulations 2011 99,158-159, 168(2)(f),176
 Quality Framework 2011

Section 165	Offence to inadequately supervise children
Reg 89	First aidkits
Reg 90	Medical conditionspolicy
Reg 99	Children leaving the education and care service premises
Reg 100	Risk assessment must be conducted before excursion
Reg 101	Conduct of risk assessment for excursion
Reg 102	Authorisations forexcursion
Reg 122	Educators must be working directly with children to be included in ratios
Reg 123	Educator to child ratios - centre-based services
Reg 123A	Family day care co-ordinator to educator ratios - family day care service
Reg 124	Numberofchildrenwhocanbeeducatedandcaredfor-familyday care educator
Reg 136	First aidqualifications
Reg 168	Education and care service must have policies and procedures
Reg 169	Additional policies and procedures – family day care service
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures

Key Resource

Excursions and regular outings –
<https://earlychildhood.qld.gov.au/legislationAndGuidelines/PPORresources/Fact%20sheets/excursions-regular-outings-NQF.docx>
 Guide to the National Quality Framework – <https://www.acecqa.gov.au/nqf/about/guide>
 Plan your adventure – <https://www.acecqa.gov.au/newsletters/acecqa-newsletter-issue-1-2015>
 Risk assessment and management - <https://www.acecqa.gov.au/media/29421>

Template excursion risk assessment (Queensland) -

<https://earlychildhood.qld.gov.au/legislationAndGuidelines/ECSactresources/Templates/ecs-excursion.doc>

Template excursion risk management plan – <https://www.acecqa.gov.au/sites/default/files/2018-12/Excursionriskmanagementplan.docx>

Australian Government Department of Education and Training: *Child Care Service Handbook*

<https://www.education.gov.au/child-care-service-handbook>

Related Policies

[Appendix F QIP and Compliance](#)

[Appendix I Child Protection](#)