



## P2-18: Delivery of Children to, and Collection from Education 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 Preschools. 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 Queanbeyan & District Preschool Association (QDPA), our *Delivery of children to and collection from Education 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 also used as a record of the children on the premises should an emergency evacuation be 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 LAW AND NATIONAL REGULATIONS	
S162 (A)	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
172	Notification of change of policies or procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to the regulatory authority
176	Time to notify certain information to regulatory authority
177	Prescribed enrolment and other documents to be kept by approved provider

## RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Dealing with Infectious Diseases Policy	Emergency and Evacuation Policy Enrolment and Priority of Access Policy Incident, Injury, Trauma and Illness Policy Privacy and Confidentiality Policy Work Health and Safety Policy Student, Volunteer and Visitor Policy
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## PURPOSE

QDPA aim to ensure the protection and safety of all children, staff members, and families accessing the Preschools. 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, educators, Approved Provider, Nominated Supervisor, management, students, volunteers and visitors of the Service.

## IMPLEMENTATION

QDPA 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 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*
- adequate supervision is provided when children arrive and depart the 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 /guardian or authorised person or in accordance with written authorisations as per Regulation 99
- enrolment records are kept for each child enrolled in the Preschool 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 approve the 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 (ASCIA) 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 Preschool 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

- In New South Wales (NSW), it is illegal and dangerous to leave children unattended in a vehicle, especially when their health or safety could be at risk
- 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 they arrive 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
- children and families are required to wash their hands upon arrival or use the hand sanitiser provided
- families will be reminded to sign their child/children into the Preschool and will be requested to do so immediately upon arrival to maintain compliance
- 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 Preschool
- 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.
- 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 nominated supervisor stating that one parent has sole custody and responsibility.
- if a child has not arrived at the preschool within 30 minutes of their class start time, and no notification has been received, the child will be marked as absent for the day.
- Families will be required to confirm any absences through the OWNA app.



## DEPARTURE FROM THE SERVICE

- Children may only leave the Preschool premises if the child leaves:
  - in accordance with 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;
    - 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, (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 Preschool immediately to authorise the release of the child (email 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 responsible person before the child is released, if the person is unfamiliar to the service. 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 Preschool including each child's name, date 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.
- Tablets/iPads used to sign children out of the service should be disinfected regularly
- parents/guardians or authorised person are requested to arrive to collect their child/children by the cessation of their program time
- 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 Preschool requires a written notice (court order) from a court of law.
  - educators will attempt to prevent that person from entering the Preschool 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 Preschool
- 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 out the digital door codes to anyone other than those who are authorised persons to collect or drop off the child.
- 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 Supervisor/Responsible Person 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 emergency contacts/authorised nominees 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 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 Preschool, it is best practice to document the actions for evidence to authorities
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, and storage sheds to ensure that no child remains on the premises after the Preschool closes
- children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency Evacuation Policy*

## VISITORS

QDPA will ensure no child or children are left alone with a visitor, student or volunteer.

- to ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Preschool must sign in when they arrive at the Preschool and sign out when they leave



- visitors and/or volunteers (including parents/carers/family members) who may come into direct contact with children are required to submit their Working with Children Check to be verified by the approved provider prior to engaging in direct contact with children within our preschools
- visitors will remain under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the service

### LATE COLLECTION OF CHILDREN

- if there are children still present at the Preschool upon closing, a minimum of two educators remain until all children are collected.
- Late fees will apply for late collection in accordance with QDPA's *Fee Policy*.
- if parents/guardians know that they are going to be late, they must notify the Preschool. If possible, they should plan for someone else to collect their child.
- if they have not arrived by the cessation of their child's enrolled program, the Preschool will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the responsible person will call alternative contacts as listed on the enrolment form to organise collection of the child.
- due to licensing and insurance purposes, if by the cessation of the enrolled program, neither the parent or any of the authorised nominee are available or contactable, the Preschool 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 Preschool notifying parents/guardian of the child's whereabouts. If this occurs, the Preschool will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- should non-compliance continue regarding continued and persistent late collection, the Association reserves the right to terminate a child's enrolment.

### UNEXPLAINED ABSENCES

If a child does not attend preschool for two weeks, and there is no explanation for the absence, then the Nominated Supervisor will attempt to contact the parents/guardian.

If the parents/guardian cannot be contacted, and the fees have not been paid for the period of the absence, then the child's enrolment will be cancelled, and the position offered to the next child on the waiting list.

Session fees are required to pay preschool operating costs therefore fees need to be paid during absences including sickness and holidays which are taken during school terms.





## 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.

## SOURCE

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#)  
Australian Children's Education & Care Quality Authority (ACECQA). 2023. [Policy and Procedure Guidelines. Delivery to, and Collection from Education and Care Services.](#)

Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia](#). V2.0, 2022

[Children and Young Persons \(Care and Protection\) Act 1998.](#)

Early Childhood Australia Code of Ethics. (2016).

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

[Education and Care Services National Regulations](#). (Amended 2023)

National Health and Medical Research Council. (2024). *Staying Healthy: preventing infectious diseases in early childhood education and care services* (6th Ed.). NHMRC. Canberra.

Safe Work Australia (2020)

Version Control	Date	Author	Description of Change
1.0	2001	QDPA	Original document
2.0-12.0	2003-2018	QDPA	Scheduled reviews
13.0	2021	QDPA	<ul style="list-style-type: none"><li>Document reviewed with change in leadership team in 2021. Additional related regulations &amp; NQS references added.</li><li>Version control and description box added to clarify reviewed items/new inclusions</li><li>Format change to include policy statement, purpose, scope and implementation, addition of footers and page numbering and general layout changes</li><li>QDPA Arrival &amp; Departure policy and Attendance, Acceptance and Refusal of Authorisation Policy combined for succinctness. Policy name also adjusted to reflect this.</li></ul>
14.0	2023	QDPA	<p>Scheduled Review</p> <ul style="list-style-type: none"><li>Policy name changed</li><li>removal of COVID-19 risk mitigation strategies (services may amend to suit their unique context)</li><li>additional information added to 'Continuous Improvement' section</li></ul>
15.0	July 2024	QDPA	<p>Scheduled policy review:</p> <ul style="list-style-type: none"><li>annual policy maintenance</li><li>regulations and content added re: Safe Arrival of Children</li></ul>



			<ul style="list-style-type: none"><li>• removal of statements that were introduced during the COVID pandemic re: COVID-19 risk assessment/management/AHPPC sources</li><li>• sources checked for currency</li><li>• Formatting amendments with new logo</li></ul>
16.0	August 2025	QDPA	<ul style="list-style-type: none"><li>• Annual policy maintenance</li><li>• Sources checked for currency and updated as required</li><li>• Removal of illness section (separate illness policy)</li><li>• Added marking absent after 30 minutes</li><li>• Added families not to share digital door codes outside emergency contacts/authorised persons</li><li>• Added not to leave children unattended in a vehicle</li></ul>