

Delivery of Children to and from ECEC Service Policy		 Longreach Regional Council Ilfracombe Isisford Longreach Yarakka
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PURPOSE

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.

SCOPE

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

LEGISLATION

Education and Care Services National Law Act 2010. (Amended 2024)

Education and Care Services National Regulations. (Amended 2025)

DEFINITIONS

Department of Education - Early Childhood Education and Care (ECEC) – Regulatory Authority responsible for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard.

Educator – early childhood or school age practitioner who works directly with children in early childhood or school age care settings.

National Quality Framework (NQF) – provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia.

National Quality Standard (NQS) – sets a high national benchmark for early childhood education and care and outside school hours care services in Australia. The NQS includes seven quality areas that are important outcomes for children. Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

Parents/Guardians – a person who has parental responsibility for the child.

Staff – employee of Longreach Regional Council based at the Longreach Childcare Centre.

Nominated Supervisor – a person with responsibility for the day to day management of an approved service.

Leadership Team – an internal group of leaders within the Childcare Centre comprising of the Childcare Services Director, the Childcare Services Assistant Director and the Staff Engagement and Development Officer.

Excursion – an outing organised by an education and care service

Regular outing – in relation to an education and care service, means a walk, drive or trip to and from a destination

- 1) that the service visits regularly as part of its educational program; and
- 2) where the circumstances relevant to the risk assessment are *substantially* the same on each outing

Regular transportation – in relation to an education and care service, means the transportation by the service or arranged by the service (other than as part of an excursion) of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are the same for each occasion on which the child is transported.

Transportation (that is part of the education and care service) – transportation forms part of an education and care service if the service remains responsible for children during the period of transportation. The responsibility for, and duty of care owed to, children applied in scenarios where services are transporting children, or have arranged for the transportation of children, including between an education and care service premises and another location, for example their home, school or a place of excursion.

National Quality Agenda IT System (NQAITS) – the online administrative system for the implementation of the NQF. The NQAITS allows providers and nominated service leaders to submit online applications and notifications under the National Quality Framework.

ECEC Service – an Early Childhood Education and Care (ECEC) service that provides long day care generally for children aged 6 weeks to school age.

POLICY

To ensure the health and safety of children at Longreach Childcare Services, 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 also used as a record of the children on the premises should an emergency evacuation be required to be implemented. Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

Arrival and departure times are planned to promote a smooth transition between home and our Service. 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.

Arrival at Service

Longreach Childcare Services has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our Service has implemented the following measures:

- 1) 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
- 2) the parent/authorised nominee must also advise staff who will be collecting the child/children
- 3) families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting
- 4) should families forget to sign their child/children in, National Regulations require the Nominated Supervisor or educator to sign the child in
- 5) 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 Service
- 6) 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
- 7) 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
- 8) the educator will check that the family has completed a *Medication Record* and store the medication appropriately, away from children's reach
- 9) 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.
- 10) a locker will be made available to children and their families.
- 11) 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 Director stating that one parent has sole custody and responsibility.
- 12) if a child has not arrived at the Service by 10am for their booked attendance and no notification has been received, the child will be marked as absent for the day, and an educator will contact the family to confirm their status and ensure their well-being (best practice)

Departure from the Service

- 1) Children may only leave the Service premises if the child leaves:
 - 1.1 in accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record; or
 - 1.2 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
 - 1.3 given into the care of a person or taken outside the premises; or
 - 1.4 because the child requires medical, hospital or ambulance care or treatment; or
 - 1.5 because of another emergency (evacuation due to bush fire, flood, severe storm)
- 2) 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 Service (email, text or letter)

- 3) 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.
- 4) photo identification must be sighted by a staff member 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
- 5) 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 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.
- 6) tablets used to sign children out of the service should be disinfected daily
- 7) parents/guardians or authorised person are requested to arrive to collect their child/children by 5:30pm.
- 8) 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
- 9) 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.
 - 1) 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.
 - 2) educators will not be expected to physically prevent any person from leaving the service
 - 3) in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
 - 4) 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.
 - 5) 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 their individual pin to anyone. Authorised pickup/ drop of contacts will receive their own individual pin.
- 10) in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQAITS
- 11) Nominated Supervisor 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
- 12) 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:
 - 1) discuss their concerns with the person, without the child being present if possible, and
 - 2) suggest they contact another parent or authorised nominee to collect the child
 - 3) 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

- 4) contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
- 5) 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*).
- 13) at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes
- 14) children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency Evacuation Policy*
- 15) details of absences during the day will be recorded.

Late Collection of Children

- 1) if there are children still present at the Service upon closing, at least two educators will remain until all children are collected.
- 2) instruction to parents; *"Please remember that our educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$20 per 15 minutes or part thereof will be charged (e.g., if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for a 30-minute block, etc.)"*.
- 3) if parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.
- 4) if they have not arrived by 5:30pm the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted an educator will call alternative contacts as listed on the enrolment form to organise collection of the child.
- 5) due to licensing and insurance purposes, if by 5:30pm neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities
- 6) 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.
- 7) where families are continually late to collect children, a *Late Collection of a Child letter* will be presented to parents/guardians
- 8) should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

Visitors

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

The Nominated Supervisor/Designated Educator/ Designated Driver/ Educators Will Ensure:

- 1) adequate supervision is provided when children arrive and depart the service premises
- 2) relevant educator to child ratios are adhered to at all times
- 3) accurate attendance records are kept

- 4) children only leave the education and care premises in the care of a parent /guardian or authorised person or in accordance with written authorization as per Regulation 99
- 5) enrolment records are kept for each child enrolled in the Service including the name, address and contact details of
 - 5.1 any emergency contacts
 - 5.2 any authorised nominee
 - 5.3 any person authorised to consent to medical treatment or administration of medication
 - 5.4 any person authorised to give permission to the educator to take the child off the premises
 - 5.5 any person who is authorised to authorise the education and care service to transport the child or arrange transportation
 - 5.6 details of any court order, parenting orders or parenting plan
 - 5.7 authorisations for the service to take the child on regular outings
 - 5.8 authorisations for the service to take the child on regular transportation
 - 5.9 any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- 6) should any serious incident occur, an *Incident, Injury, Trauma or Illness Record* must be completed according to the *Incident, Injury, Trauma and Illness Policy and Procedure*.
- 7) in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the NQAITS
- 8) all new educators and staff are provided with an induction to the Service including an understanding of this policy
- 9) all educators and staff are provided with training on procedures and how to verify the identity of an authorised nominee, a person authorised by the parent/another authorised nominee to collect the child. (the training provided will also include procedures of what to do when an unauthorised person attempts to collect a child).

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Delivery of Children to and from ECEC Service Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Employee Induction Checklist	Transport Pick Up/Drop Off Checklist
Missing Child during Regular Transportation Procedure	Transporting Children Risk Assessment Template
Regular Transportation Authorisation	Vehicle/Bus Transportation Procedure
Safe Transportation of Children Module	Transportation Attendance Record

Authorised by resolution as at 19/06/2025:



Brett Walsh
Chief Executive Officer