

Policy: QA6.1

Delivery and Collection of Children

Policy Statement:

Pinnacle Preschool is responsible for ensuring the safe delivery and collection of children at all times. Dropping children to preschool can be a stressful and emotional time for families and Pinnacle Preschool's duty of care to ensure the safe attendance at preschool is of utmost importance.

Pinnacle Preschool will keep accurate records of children who are attending the service and encourage practical and safe transitions from home to preschool. This is required by legislation and these records will be stored for the appropriate length of time.

Parents / guardians are considered partners when planning for the safe and positive arrival and departure of children from preschool and families.

Responsibilities and delegations:

This policy applies to	This policy applies to Pinnacle Preschool staff, volunteers, contractors and families.
Specific responsibilities	This policy is developed by the CEO and reviewed by Pinnacle Preschool staff and Board of Directors. It is communicated and implemented by the CEO and staff.
Policy approval	ODEEP CEO

Policy context – this policy relates to:

Legislation	Children (Education and Care Services) National Law NSW 2010 Section 165, 167 Education and Care Services National Regulations 2011 Regulations 99, 158-159, 168, 176 Children and Young Persons (Care and Protection) Act 1998 Family Law Act 1975, as amended 2011
Standards	National Quality Standards: Quality Area 2: Children's Health and Safety, Standard 2.2.1 Quality Area 6: Collaborative Partnerships with Families and Communities, Standard 6.1, 6.2 and 6.2.1,
Organisation policies	Acceptance and refusal of authorisation policy
Forms, record keeping, other documents	Pinnacle Preschool Enrolment Form Authorisation to collect form Daily attendance sheets

Pinnacle Preschool has a duty of care in ensuring that children are signed into and out of the service by authorised and responsible adults. Accurate arrival and departure processes are a legislative requirement required to help assure the safety and wellbeing of children.



Regulation 99 states that Pinnacle Preschool may only release enrolled children to leave the premises if the following is ensured:

- The child is given into the care of a parent, and authorised nominee named on the child's enrolment form or a person authorised by the parent in writing to collect the child. *Please note, the term 'parent' does not include a parent who is prohibited by the court from having contact with or collecting the child from preschool.*
- The child is leaving the premises with written authorisation from the parent or authorised nominee, eg. on an excursion.
- Is given into the care of a person who is providing medical, hospital or ambulance care or because of another emergency.

Pinnacle Preschool will keep accurate records on attendance at the service, which includes the following:

- The date and full name of the child attending the service.
- Records the arrival and departure time of the child.
- Is signed by the person delivering the child to care, of which may be a nominated supervisor or educator.
- Is signed by a person authorised to collect the child from preschool.

Authorised nominees for collection of children:

On enrolment, families are required to provide two authorised nominees who may collect the child from the service, when the parents are not able to or in case of incident, emergencies or illness. All authorised nominees are requested to show photo identification to educators prior to collecting a child for the first time. If ID cannot be shown and identity verified, the child will not be released into their custody until contact is established with the parent / guardian.

Concerns for the Safety and Wellbeing of Children in regards to being dropped off or collected from preschool will be addressed as needed. Pinnacle Preschool has a responsibility, under their duty of care, to restrict the collection of children when:

- A person has not been authorised to collect the individual child.
- If a parent, authorised nominee or other person appears to be ill, affected by drugs or alcohol and does not seem to be able to provide appropriate care.
- A young person is collecting a child who does not seem sufficiently mature to care for the child.

In the case of the above, the parent / guardian or Authorised Nominee will be immediately contacted to resolve the situation. In the event of the parent being deemed as not able to safely care for their child, the Child Protection Policy will be implemented and the Mandatory Decision Guide used for an outcome.

Procedures:

Pinnacle Preschool management:

- Will ensure that collection of children is in line with the Education and Care Services National Law and Regulations at all times.
- Will regularly monitor the attendance record to ensure that all children were signed in and out of the service. If this has been missed, the nominated supervisor will sign the attendance sheet with the relevant details of arrival or departure.
- Will check the preschool environment prior to closing the service to ensure all children were signed out and have left the premises.
- Will ensure up to date court orders are kept from the Family Law Courts which outline custody and access arrangements, restrictions on parents to collect children or any information relating to the care and safety of that child.
- Will ensure that the nominated supervisor, staff and volunteers are aware of any court orders relating to individual children and the restrictions of these orders. Amendments to these orders

will be noted and discussed with all necessary parties. A risk assessment will be carried out if the children, staff, volunteers or families may be impacted by court orders for individual children.

- Will ensure the nominated supervisor, staff and volunteers are aware of the Delivery and Collection of Children Policy and adhere to it as required.

Pinnacle Preschool nominated supervisor / staff:

- Will ensure that children only leave the premises when collected by a parent or guardian, unless court order restricts this, or by a person authorised by a parent / guardian to do so. In the event of a non-authorised person attempting to collect a child, this procedure will be followed at all times.
- Will regularly monitor the attendance record to ensure that all children were signed in and out of the service. If this has been missed, the nominated supervisor will sign the attendance sheet with the relevant details of arrival or departure.
- Will check the preschool environment prior to closing the service to ensure all children were signed out and have left the premises.
- Will check an authorised nominee's photo identification on the first time they are collecting the child, or the first time that educator has met them. Staff members are responsible for checking the name and details of the identification and refusing collection of the child if that person is not an Authorised Nominee or has not been granted written permission by the parent / guardian.
- In the event of a refusal to allow a person to collect a child, parents will be contacted by phone immediately. If a parent / guardian or Authorised Nominee cannot be contacted in reasonable time, a report will be made in relation to child protection and / or the police contacted for assistance.
- Will be familiar with the requirements of the Education and Care Services National Law and Regulations, as well as this policy, to ensure safe practices around the delivery and collection of children from preschool.
- Will ensure that parents and guardians are given access to the premises and their child for collection at any time, except when permitting entry of that person poses a risk to the health and safety of children or staff or court orders prohibit this.
- Will greet children and families on arrival and farewell them on leaving to ensure children are picked up by an authorised person and to ensure they know children have arrived or are departing.

Pinnacle Preschool families:

- Will provide the names of 2 persons who are authorised to collect their child in the event of the parent being unavailable, illness, incidents or emergencies. In the event that the parent or guardian does not have 2 people to nominate, this will be discussed and planned for to minimise these risks.
- Will update the names of Authorised Nominees, or changes relating to court orders, as soon as possible. This will need to be done in writing on a new form provided which will be signed
- Greet and farewell educators each day, to ensure they know the child has arrived or is being collected, and provide any information required for the day.
- Communicate regularly with staff if there are any issues arising relating to the collection of or arrival of children to Pinnacle Preschool.



Policy Disclaimer:

This policy will be reviewed to ensure compliance with legislation and industry changes. This will occur at any time that is required, or a minimum of every two years. In accordance with Regulation 172 of the Education and Care Services National Regulations 2011, parents / guardians of enrolled children will be notified at least 14 days prior to a change in any policy or procedure referred to in Regulation 168 that may have a significant impact on the provision of education, fees or the family's access to the service.

Record of policy development:		
Version	Date approved	Date for review
Version 1	1 September 2019	September 2021
Version 2	19 May 2022	19 May 2023