



Attendance, Delivery and Collection of Children Policy

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 Birra-Li our '*Attendance, Delivery and Collection of Children 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 occur.

Families who are separated cannot deny another parent access to the child at the Service unless there is a court order in place.

National Quality Standards (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.
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Education and Care Services National Law and National Regulations	
S. 162A	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm or hazard
S. 170	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
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
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
176	Time to notify certain information to regulatory authority
177	Prescribed enrolment and other documents to be kept by approved provider

Purpose:

We aim to ensure the protection and safety of children, staff members and families accessing Birra-Li. Educators and staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out system (Quikids Kiosk) will be used to determine who is present at the service in the case of an emergency.

Implementation:

Detailed guidelines and practices for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child. We ensure all educators and staff implement these.

The Nominated Supervisor 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 'Attendance, Delivery and Collection of Children Policy'.
- Adequate supervision is provided when children arrive and depart the service's premises.
- Relevant educator to child ratios is adhered to at all times.
- Accurate attendance records are kept.
- Children only leave the premises in the care of a parent/Guardian or authorised person or in accordance with written authorisation.
- Enrolment records are kept for each child enrolled at Birra-Li including the name 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
- Details of any court order, parenting orders or parenting plan
- Authorisation for Birra-Li to take the child on regular outings
- Any medical management plan, anaphylaxis medical management plan or risk management plan.
- All new educators and staff are provided with an induction checklist including reading and understanding of this policy.

Arrival at Birra-Li:

- All children need to be signed in by an authorised person. The signing in of a child is verification of the accuracy of the attendance record.
- The parent/authorised nominee must also advise staff who will be collecting the child/children.
- 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.
- Should families forget to sign their child/children in, National Regulations require the Nominated Supervisor or educator to sign the child in.
- Room lists are to be used as a record in the case of an emergency to account for all children present at the Service. These lists will be marked as children arrive and depart each day.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves when the child is arriving. 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.

- 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.
- Each child will have a space for their bag to hang with their name written above.
- 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.

Departure from Birra-Li:

- Children may only leave the service premises if the child leaves:
 - With a person nominated in the child's enrollment forms as authorised to collect the child.
 - To be taken on an excursion with the written authorisation from the child's parent/guardian.
 - In the case of an emergency to seek medical, hospital or ambulance care or treatment.
 - Due to an emergency (evacuation due to fire, flood etc)
 - In the case of an emergency, where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent 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 in writing).
- Parents are to advise their child's educator if someone different is picking up their child. This person is to be named on the enrolment form or added in writing to management as a person authorised to collect their child.
- Photo identification must be sighted by an Educator 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.

- All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or educator.
- Parents/guardians or authorised person are required to arrive to collect their child/children by **6.00pm**.
- 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.
 - Educators will attempt to prevent that person from entering the service and taking the child however, the safety of other children and educators will be first priority.
 - Educators will not be expected to physically prevent any person from leaving the service.
 - 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, parents are asked not to give our front door code to anyone other than those absolutely necessary.
- 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 Supervisors 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 a child.
- If a person collecting a 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.

- Protect the safety of children and staff of the education and care service as per the 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 Service, 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, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency Evacuation Policy*.
- Details of absences during the day will be recorded.

Visitors:

- Birra-Li 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 Service must sign in when they arrive at the service and sign out when they leave.
- Visitors who may come into direct contact with children are required to submit their Working with Children Check to be verified by the approved provider.
- Visitors will remain under the direct supervision of the nominated supervisor/responsible person or educator at all times whilst at the Service.

Late collection of children:

- 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 are required to stay behind. A late fee of \$1 per minute will be charged for every minute after 6.00pm that educators are required to stay back at the service.
- If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child.

- If you have not arrived by **6:00pm** we will attempt to contact you by phone. If parents/authorised persons are unable to be contacted we will call alternative contacts as listed on the enrolment form to organise the collection of your child/children.
- If by **6.15pm** the late shift educators have not been successful with contacting you or your emergency contacts listed on the enrolment form, the Nominated Supervisor will be contacted.
- Due to licensing and insurance purposes, if by **6.30pm** neither you or any of your authorised contacts are available or contactable the Nominated Supervisor will contact Crisis Care (Department for Child Protection) on 08 9223 1111.
- A plan will be developed with Crisis care.
- The Nominated Supervisor may choose to contact the local police to ensure the parent/guardian has not been involved in an accident or to ask the police to try and locate the parent.
- Where families are continually late to collect children, a '*Late Collection of a Child letter*' will be presented to parents/guardians.
- Should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

Sources:

Australian Children's Education & Care Quality Authority. (2014).

Australian Children's Education & Care Quality Authority. (2023). [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

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. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services*. (5th Ed.).

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

[Western Australian Education and Care Services National Regulations](#)

Review:

Policy Reviewed	Modifications	Next Review Date
October 2017	Combined Family Access Policy with Attendance, Delivery and Collection of Children Policy & Child Care Centre Desktop Policies.	April 2019
April 2018	Revised to new NQS and also Quikids Kiosk system	October 2019
October 2019	Minor changes to wording	April 2021
May 2021	Review of policy regarding COVID-19. Restrictions/guidelines for ECEC services. Sources checked for currency minor edits.	November 2022
February 2023	Removal of COVID-19 risk mitigation strategies. Education and Care Services National Regulations added. Additional information added to 'Continuous Improvement' section. Link to Western Australian Education and Care Services added in 'Sources'.	August 2024
September 2024	Restructure and formatting of policy. Removal of statement that were introduced during the COVID pandemic. 'Continuous Improvement' section removed. Nominated Supervisor section added. Policy outline added.	March 2026