



# Safe Arrival and Collection of Children Policy (CHS 2)

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## Policy Rationale

A duty of care exists at all times the child is attending a children's service. A child may only leave the education and care service premises under any of the following circumstances;

- A parent/guardian/authorised nominee collects the child.
- A parent/guardian/authorised nominee provides authorisation for the child to leave the premises.
- A parent/guardian/authorised nominee provides authorisation for the child to attend an excursion.
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

## Strategies, Practices and Procedures

### Attendance Sheet

A record of attendance kept at the service includes;

- Date.
- The full name of each child booked to attend for that day.
- Arrival and departure times.
- Signature of the person who delivers and collects the child; or Nominated Supervisor/Responsible Person.



**The Approved Provider/Nominated Supervisor will use best endeavours to:**

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011, with regard to the delivery and collection of children at all times.
- Provide supervision, guidance and advice to ensure adherences to the policy at all times.
- Ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards.
- Ensure children do not leave the service except in accordance with the National Regulations.
- Ensure that a parent of a child being cared for by the service may enter the premises at any time when the child is in attendance - except when permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under National Law, or the supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision.

**Early childhood educators will use best endeavours to:**

- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Regularly review the attendance sheet to ensure its accuracy at all times
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance.
- When an Authorised Nominee is collecting a child for the first time, educators are to check the name on the photo ID against the list of approved persons to collect a child, and sign the roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- Prior to closing the service, two educators must verify all children have been signed out of the centre. If the child is not signed out, educators will check all areas of the service and look for clues such as bags remaining in baskets to ensure no child remains. This will be recorded in the Attendance Sheet.



### **Families are required to:**

- On enrolment, provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised nominees must be over 16 years of age to sign a child out, and will be required to show photo identification the first time they collect and sign out child/ren.
- If the educators at the service are not able to confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately. Completely fill in the details of the attendance sheet at the service upon arrival and at the time of departure, including signature.
- Communicate any changes of routine with educators
- Leave your child in the direct care of an educator.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.

*Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the services' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information.*

### **Concerns for the Safety, Health and Wellbeing of Children**

- Educators will always act in the interest of safety for the child, themselves and other children at the service. If educators are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, educators will contact an authorised nominee to collect the child. An example of this may be when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child.
- If a child is not collected by the end of the preschool day, the following procedure will be followed;
  - One staff member will remain with the child until they are collected.
  - One staff member will ring all contact numbers for parents.
  - If parents are non-contactable, the emergency contacts will be notified.
  - If no contact has been made with the caregivers, or the emergency contacts we are required to contact the Family and Community Services Helpline on 133 627.

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### Links to Legislation & National Quality Standards

- Children (Education and Care Services National Law Application) Act 2010: 170,171.
- Guide to the National Quality Standard (3) ACECQA (2011): 2.3.2
- Policy adapted from CELA 2019
- Education and Care Services National Regulations 2011
- ✓ *Regulation 99 Children leaving the education and care service premises*

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