



Delivery & Collection of Children Policy

Aim

We ensure the utmost care is taken when children are dropped off and picked up from SPCP. During these times our primary focus is the safety and wellbeing of the children in our care and as such we follow strict guidelines.

Implementation

Duty of care: This refers to the understanding that a party has legal responsibility for the safety, wellbeing and ultimate care of an individual. **In the case of children in early childhood settings when they have been signed into a service by an authorised person the setting then has duty of care until this is transferred to another authorised party by the child being signed out.**

Delivering of children into care

- When a child arrives into care it is an expectation that they have been enrolled for care on that day. Should a child arrive and they have not been booked into care on that day they may be refused care if their attendance would bring us over the approved number of children as per the preschool's licence conditions (unless they have been approved as emergency care with the regulatory authority).
- When children enter the service they are to be signed in by the adult who is with them. The sign in details will include the child's name, date and the time they arrived. In the instance where an adult has not signed in the child an educator may do so in their place.
- **Sign-in will be carried out via the Smart Central/ Kindyhub app - and constitutes the transfer of duty of care between the family and the preschool. Families must remember to sign their child in.**
- Once a child has been signed into the service *duty of care* transfers to the Preschool who will be responsible for the child's safety and wellbeing until they are collected from the service or signed out of care by an authorised person.
- Should a child not be attending care for any reason it is expected that the preschool will be notified as soon as possible and no later than 10am, via email or phone call. This allows management to release the spot to another child if there is one waiting, and it also allows management to become aware of the reason behind the child's absence which may impact other children if the child is unwell or has a contagious illness.
- In the case of a child who is enrolled to attend the service not arriving for care by 10am and no information being provided about their absence, educators may attempt to contact the family by phone to confirm the safety of the child. To minimise time taken out of the day by educators in making these phone calls, parents are requested to communicate if your child WILL NOT be attending that day or if your child will be arriving after 10am. Continual failure to communicate with the preschool on this issue may result in termination of your child's position.



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- Upon arrival at the service educators are able to refuse care if they feel that accepting the child into care will pose a risk to themselves or others. This includes children who are showing signs of being unwell, children who have had vomiting or diarrhoea in the past 24 hours, children who are not suitable clothed for the day, etc. This also includes children who have not met their individual requirements of enrolment such as having emergency medications that are within their expiration dates. If our educators deem your child to be unfit for attendance the reason for this will be communicated with you, in line with policies and procedures, and you will be asked to take your child home until such time as they meet enrolment criteria e.g. have a doctor's clearance, have in date medications etc.
- Should it become relevant that we meet the criteria for regulation 102AA, where children arrive at the preschool from another education or early childhood service, instead of directly from the family or authorised person, then we will develop policies, procedures and risk assessments to support this under Division 6A – Safe arrival of children.

Children leaving the premises

Children are allowed to leave the premises only under the following circumstances:

- When collected by a parent or authorised person (see Collection of children from care)
- When attending an excursion so long as they have authorised permission to attend the excursion as per the Outing and Excursion Policy.
- When they require medical, hospital or ambulance care or treatment as per the Incidents and Injury Policy
- During any other emergency whereby the child is evacuated from the premises as per the Emergency Response Policy
- If there is an instance where a child leaves the premises outside of any of these criteria this must be reported to the regulatory authority as soon as practicable, but within 24 hours of the incident occurring.

Collection of children from care

- As the preschool has a duty of care over children in the service we will only release children into the care of those who have been authorised to collect children. This includes parents and guardians (unless a court order is in place) and those authorised on the enrolment forms.
- Upon collection of the child they will need to be signed out of the service, using their name, date, time and signature. This can be done by either the adult who is collecting the child, or if they have not done so, an educator may sign on their behalf. This transfers the duty of care from the preschool to the adult collecting the child.
- **Sign-out will be carried out via the Smart Central/ Kindyhub app - and constitutes the transfer of duty of care between the preschool and the family. Families must remember to sign their child out otherwise later pick-up fees may apply.**



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- In order to ensure the child is being collected by the authorised person the enrolment form requires their name and address to be documented. When a person comes to collect a child the preschool reserves the right to ask to see a form of ID to ensure the name and address match. This will be noted on the child's enrolment form on the first occasion. While this may only happen once, if no one rostered on at the time of the child's collection has met the authorised person before they may be asked for their ID again, as such it is important that those authorised to collect have their ID with them each time.
- If a person has arrived to collect a child and the service has not been notified then the parent/guardian may be contacted to approve the collection of the child. The parent will then be asked to add this person to the authorised to collect list when they are next in the service.
- Duty of care remains with the preschool until such a time as an authorised adult can sign out the child, including during excursions or if offsite medical treatment is required. Where an authorised person has failed to collect a child before the preschool's close, and no emergency contacts can be reached, the child may be signed into the care of a police officer until such time as they can locate family/authorised persons.
- Should an authorised person arrive to collect the child and be deemed to be unfit to care for the child due to physical, emotional or cognitive impairment the following steps will occur:
 1. Take the adult to a quiet area and offer them a coffee or tea, ask them to talk to you, offer to call another authorised adult to collect their child (and them).
 2. Try to prevent the adult from taking their child by discussing the impact it may have on their child.
 3. Avoid putting yourself or others in danger.
 4. If the adult refuses to allow another person to collect the child you cannot stop them unless they have a court order.
 5. Take down the licence plate of the car and call the police if the child is in danger because of suspected alcohol or drug use by the adult.

Compliance evidence

Education and Care Services National Regulations (2025) 99, 102AA, 102AAB, 102AAC, 155, 161, 168

National Quality Standard 2.1, 2.2, 5.1, 6.1, 7.1

Supports Child Safe Standards: 1, 5, 8, 10

Review Dates

Date of current review: Dec 2025

Date of last review: Jan 2024

Date of next review: Jan 2027