

SAFE ARRIVAL of CHILDREN POLICY

DELIVERY AND COLLECTION CHILDREN POLICY BETWEEN HOME AND PRESCHOOL (Preschool attendance recording procedure)

Under the *Education and Care Services National Regulations* Redwood Park Preschool must ensure that policies and procedures are in place for the delivery of children to, and collection from, Redwood Park premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

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 Teachers and leadership 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 our Service 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.

NATIONAL QUALITY STANDARD (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.

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
100	Risk assessment must be conducted before excursion
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
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
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

172	Notification of change of policies or procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to the regulatory authority
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 all children, Teachers, Educators, Leadership and families accessing the Service. Teachers, Educators, Leadership and Administration staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form, updated and logged into EMS (Education Management System).

SCOPE

This policy applies to children, families, Teachers, Educators, Administration staff and Leadership , students, volunteers and visitors of the Service.

IMPLEMENTATION

Redwood Park Preschool has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all teachers, educators and leadership implement these.

REDWOOD PARK PRESCHOOL TEACHERS, EDUCATORS AND LEADERSHIP WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- teachers, educators, leadership, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of this *Delivery of Children to, and Collection from an Education and Care Service Premises Policy*
- a risk assessment is conducted at least once every 12 months, to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our Service and any other service which provides education and care to children (See: *Safe Arrival of Children Policy*)

- adequate supervision is provided when children arrive and depart the Service premises
- relevant teacher/ educator to child ratios is adhered to
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent /guardian or authorised person or in accordance with written authorisation as per Reg. 99
- enrolment records are kept for each child enrolled in the Service including the name, address 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
 - any person who is authorised to approve consent Redwood Park Preschool staff, nominated by leadership to transport the child or arrange transportation of the child
 - details of any court order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings
 - authorisations for the service to take the child on regular transportation
 - any medical management plan, anaphylaxis medical management plan (ASCM) or risk authorised plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (*see Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child).

ARRIVAL AT SERVICE

- Arrival times- preschool arrival sign in on site times 8:15am – 9am

- all children need to be signed in by an authorised person. At the sign in sheet located under the verandah. (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.)
- If children are arriving to preschool from OSHC, OSHC staff will escort the children safely to preschool, sign the child (ren) in and assist Children with putting back-packs away in lockers and following morning arrival routine
- 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. Alternatively, parents/ caregivers will be contacted to return to the service to sign the child in.
- 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
- children are to be sighted by a teacher, educator, leadership or administration staff member before the parent or person responsible for the child leaves. This ensures that the preschool on site staff are aware that the child has arrived and are on the premises.
- a child's medication needs, or any other important or relevant information should be passed on to the lead teacher or nominated educator/ site supervisor/ leadership by the person delivering the child
- the teacher, educator, leadership or administration staff member will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of preschool 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.
- a locker will be made available to children and their families. A nominated locker will be labelled for your child to identify where their belongings are stored

- in the case of a separated family, either biological parent is permitted to add a contact in writing, unless a court order is provided to leadership, teacher or administration staff stating that one parent has sole custody and responsibility
- if a child has not arrived at the Service by 9am for their booked attendance when a roll call is in occurrence and no notification has been received, the child will be marked as absent for the day. The teacher or leadership staff member for the day will contact the family to “check in” on the wellbeing of the child. *Keeping in line with best practice.*
- All children arriving at the service between **9am and 3pm** will be required to have their parent/guardian sign them in at the school Administration Office prior to them entering the preschool grounds. Children arriving between the above mentioned hours require Administration to mark them on the roll in EMS (Education Management System).

DEPARTURE FROM THE SERVICE

- Departure - preschool departure sign out on site times 3pm – 3:45pm
- All children departing the service between **9am and 3pm** will be required to have their parent/guardian sign them out at the school Administration Office prior to them departing the preschool grounds. Children departing Preschool between the above mentioned hours require Administration to mark them off the roll in EMS (Education Management System).
- Children may only leave the Service premises if the child leaves:
 - in accordance with the written authorisation of the child’s parent/guardian or authorised nominee named in the enrolment record; or
 - 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
 - given into the care of a person or taken outside the premises because:
 - the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to bush fire, flood, severe storm, natural disaster)
 - 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, see-saw correspondence or letter).

- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and noted in the daily communication diary located with sign in/ sign 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.
- photo identification must be sighted by a teacher or leadership personnel before the child is released. If the teacher is unable to 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 preschool 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.
- if a child has not been collected from the preschool by 3:45pm and prior arrangements of late collection (before 4pm) have not been arranged, best attempts to make direct contact with parents/ caregivers or authorised emergency contacts will be made to confirm collection of child(ren).
- If no success in making contact with an authorised person can be made for collection of child, leadership will be contacted and child will be taken to school office.
- Leadership will ensure that best practice in care of the child is arranged including but not limited to OSHC service and legal authorities including Local Police to request a Family Welfare Check. An E-Carl report is required.
- If the occasion arises and child is collected by authorised personnel outside preschool hours and no contact was able to be made with the parent/guardian and/or emergency contacts, the teacher or leadership will message family via see-saw.
- for their booked attendance when a roll call is in occurrence and no notification has been received, the child will be marked as absent for the entirety of day. The teacher or leadership staff member for the day will contact the family to "check in" on the wellbeing of the child. *Keeping in line with best practice.*
- 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
- in the case of a particular person (including a biological parent) being denied access to a child, the School and preschool requires a written notice (court order) from a court of law.

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- Teachers and 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.
- Leadership/ and school administration to be phoned immediately should denied person(s) enter the service.
- Teachers, Educators and Leadership 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 Teacher, Educator and Leadership 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.
- 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](#)
- Teachers, Educators, Leadership and Administration 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 permit emergency contacts/authorised nominees under the age of 16 to collect children.
- if the person collecting the child appears to be intoxicated or under the influence of drugs, and teachers 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
 - 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
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111, CARL 13 14 78)
 - 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, outdoor area 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

Our Service will ensure no child or children are left alone with a visitor, student or volunteer.

- In alignment with Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Service must sign in to school office when they arrive at the service and sign out when they leave.
- Visitors/ volunteers who may come into direct contact with children are required to submit their Working with Children Check to be verified by the school administration staff.
- Volunteers of the Preschool and school will undertake volunteer training inclusive of WWCC and RRHAN training prior to engaging in volunteer duties.
- visitors will remain under the direct supervision of the teacher, educator or leadership at all times whilst at the Service.

LATE COLLECTION OF CHILDREN

- if there are children still present at the Service upon closing, best attempts at contacting parents and/ or emergency contacts
- 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
- if they have not arrived by 4pm the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the teacher, educator or leadership will call alternative contacts as listed on the enrolment form to organise collection of the child
- in accordance with South Australian Department of Education school standards operational hours, *Redwood Park P-6 School open hours 8am – 4pm*, if child is not collected by 4pm by the parent or any of the authorised nominees. are available or contactable, the Service may need to contact the police and other relevant authorities
- if the child is taken to an alternative safe location for example: Police Station, a sign on office door along with a see-saw message will be sent notifying parents/guardian of the child's whereabouts. OSHC leaders will be notified should the parents attempt to enter the grounds via the OSHC entrance. If this occurs, the Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.

- where families are continually late to collect children, a *Late Collection of a Child Letter* will be presented to parents/guardians.

CONTINUOUS IMPROVEMENT/REFLECTION

Delivery and Collection of children Policy will be reviewed on an annual basis in conjunction with children's needs, governing council, teachers, leadership, educators and staff

SOURCES

<https://edi.sa.edu.au/library/document-library/controlled-procedures/preschool-attendance-recording-procedure.pdf>

<https://edi.sa.edu.au/library/document-library/shared/acceptance-refusal-authorisations-policy.pdf>

Australian Children's Education & Care Quality Authority. (2024).

<https://www.acecqa.gov.au/sites/default/files/2023-03/Guide-to-the-NQF-March-2023.pdf> *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. (2024). *Staying Healthy: preventing infectious diseases in early childhood education and care services* (6th Ed.). NHMRC. Canberra.

Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY	Rebecca Wright / Angela Winkler	Preschool and Administration	August 2026
POLICY REVIEWED	August 2026	NEXT REVIEW DATE	August 2027
POLICY REVIEWED			
SEPTEMBER 2025	• annual policy maintenance • regulations and content added re: Safe Arrival of Children		NEXT REVIEW DATE

	removal of statements that were introduced during the COVID pandemic re: COVID-19 risk assessment/management/AHPPC sources sources checked for currency	AUGUST 2027
AUGUST 2026	Policy reviewed and checked by Angela Winkler and Rebecca Wright - Sources checked for currency - Attendance recording procedure	NEXT REVIEW DATE AUGUST 2027

Radified by Governing Council