

Delivery and Collection of Children

1. Statement

All children have the right to feel a sense of belonging at, and connection with, the service they attend. NBCA seeks to ensure children always feel safe, and arrival and departure routines help to smoothly transition children between home and the service, fostering secure and respectful relationships. NBCA staff, parents/guardians and authorised contacts are encouraged to use these moments to engage with each other, supporting each child's wellbeing.

2. Definitions

“Authorised contact” means a person authorised, in writing, to collect/deliver the child by the legal parents/guardians.

“Primary carer” means the parent/guardian nominated in the enrolment form as primary carer; this is also the parent/guardian who has applied for Child Care Subsidy, if applicable.

“Responsible Person” means a person who has been placed in day-to-day charge of the service in accordance with the Education and Care Services National Regulations (2011 SI 653).

“The service” means the NBCA centre the child is enrolled/enrolling in.

3. Authorisation to deliver/collect children

- i. Legal parents/guardians, and any contacts authorised by the legal parents/guardians in writing, are the only people permitted to deliver children to, and collect children from, the service.
- ii. Authorised contacts must be at least 18 years old (authorised contacts under 18 years old may be permitted at the discretion of the Director of the service) and must produce photo identification upon request. NBCA may withhold children from collection until the identity of the authorised contact collecting the child can be verified.
- iii. Current court and/or parenting orders must be provided to the service in circumstances where a parent is not legally permitted to deliver children to, and/or collect children from, the service. NBCA cannot guarantee refusal of access to children by parents where no court and/or parenting orders have been provided.
- iv. Parents/guardians can add contacts authorised to deliver/collect children in the enrolment form, through the Xplor Home app (only the primary carer can do this through the app), or by contacting the service in writing with the full name, residential address, mobile phone number and email address of the contact (alternatives to this process are permitted at the discretion of the Director of the service). The authorised contact must create an Xplor account to sign children in and out of the service using the available Xplor kiosks.
- v. Where an NBCA staff member is also an authorised contact for a child at an NBCA service, delivery and collection of the child by the staff member is done as a private citizen, not as an employee of NBCA. NBCA does not bear any responsibility for the delivery and collection of children by NBCA employees who are authorised contacts.
- vi. In all other circumstances, NBCA staff may only take a child outside the service premises if:



- a. The child is participating in a regular outing, or an excursion where written authorisation has been provided by a parent/guardian or duly authorised contact;
- b. The child requires ambulance, medical or hospital treatment;
- c. There is an emergency requiring evacuation of the service, or the service is completing evacuation drills in preparation for emergencies.

4. Delivery and collection procedures

- i. Children cannot be delivered to the service prior to opening time.
- ii. Parents/guardians will be provided with security door access codes upon enrolment, and from time to time as codes are updated. Security door access codes may only be shared with parents/guardians and authorised contacts.
- iii. Children must be signed into and out of the service, using the available Xplor kiosks, by a parent/guardian, an authorised contact or a staff member.
- iv. Children must be sighted by a staff member on delivery before the delivering parent/guardian or authorised contact can leave the service.
- v. Children must be collected from the service by closing time. Where a child remains at the service after closing time, a late collection fee of \$5.00 per minute will be applicable and charged on the next fortnightly fee direct debit date.
- vi. Parents/guardians must notify the service as soon as possible if their child will be collected after closing time. This can be done by calling the service, or submitting a late notification through the Xplor Home app, during opening hours.
- vii. Where a child remains at the service after closing time, two NBCA staff members, one of whom is a Responsible Person, will stay with the child until they are collected.
- viii. If the service has not received notification of late collection, and the child remains at the service after closing time, staff will contact the parents/guardians and authorised contacts. If contact is unsuccessful, staff will inform the service's Nominated Supervisor, and contact the police.



EFFECTIVE DATE	8 January 2024	NEXT REVIEW DATE	July 2025
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SOURCES

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

Australian Children’s Education & Care Quality Authority (ACECQA). 20201. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.

Australian Government. Department of Education Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia*. (2009)

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Framework. (2018). (Amended 2020).

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
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.
2.2.3	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 REGULATIONS

84	Awareness of child protection law
99	Children leaving the education and care service premises
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
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises

