



Delivery and collection of children – preschool procedure table

National Quality Standard Education and Care Services National Law and National Regulations	Associated department policy, procedure or guideline	Reference document(s) and/or advice from a recognised authority
<p>NQS: 2.2</p> <p>Regulations: 99, 158</p>	<p>Leading and operating department preschool guidelines</p>	<p>ACECQA's policy and procedures guidelines – Delivery and collection of children</p>

Responsibilities

<p>School principal</p>	<p>The principal as nominated supervisor, educational leader and responsible person holds primary responsibility for the preschool.</p> <p>The principal is responsible for ensuring:</p> <ul style="list-style-type: none"> • the preschool is compliant with legislative standards related to this procedure at all times • all staff involved in the preschool are familiar with and implement this procedure • all procedures are current and reviewed as part of a continuous cycle of self-assessment. <p>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.</p>
<p>Preschool</p>	<p>The preschool supervisor supports the principal in their role and is responsible for</p>

supervisor	<p>leading the review of this procedure through a process of self-assessment and critical reflection. This could include:</p> <ul style="list-style-type: none"> • analysing complaints, incidents or issues and the implications for updates to this procedure • reflecting on how this procedure is informed by stakeholder feedback and relevant expert authorities • planning and discussing ways to engage with families and communities, including how changes are communicated • developing strategies to induct all staff when procedures are updated to ensure practice is embedded.
Preschool teacher(s) and educator(s)	<p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> • all staff in the preschool and daily practices comply with this procedure • this procedure is stored in the preschool in a way that it is accessible to all staff, families, visitors and volunteers • they are actively involved in the review of this procedure, as required, or at least annually • details of this procedure's review are documented.

Procedure

Arrival at preschool	<ul style="list-style-type: none"> • Children remain in the care and under the supervision of the person delivering them to preschool until the preschool opens. • If a child is left unaccompanied by an authorised collector, he/she is escorted into the preschool by the preschool or school staff for supervision. The parent/carers are contacted to discuss the situation and the need for supervision and entry with an adult authorised collector. The incident is recorded by the preschool teacher on the attendance roll.
-----------------------------	---

- Parents wait outside the preschool perimeter until the main door is opened by a staff member at 9:00am each week day and 12:00pm Wednesdays for the Wednesday PM to Friday students.
- Children are to be brought to and collected from the Preschool by a parent or other person (over the age of 18 years), who is authorised in writing by the parent to collect the child. Children are not to be left in the Preschool grounds without adult supervision. Staff pay attention to the arrival and departure of children in the Preschool to ensure their safety.
- On entering the preschool premises, the person delivering each child must sign the arrivals and departures register, noting their time of arrival. The arrival and departure register will be kept next to the entrance doors of preschool. This is prefilled with the child's name and includes details of the child's time of arrival and time of departure, and will be signed by parent or a person with authorisation, when delivering or collecting a child. The preschool front door is locked until 9:00am to ensure children are supervised at all times. The register will be reviewed each day.
- If a child is suffering separation anxiety, the teacher will collaborate with their parent to develop a goodbye routine that is supportive of their needs. Children who are experiencing separation anxiety will be supported by staff upon arrival.
- If appropriate, the parent/carer may stay in the preschool for a short period to settle the child.
- A staff member will perform a head count and check that the total number of children in attendance correlates with the number of children signed in. The total number of children in attendance is recorded on the arrivals register, along with the signature of the staff member who completed the head count.
- A daily attendance roll is also performed at the start of the preschool day on the electronic School Bytes administration platform. This daily attendance is accessible to the nominated supervisor and preschool administration officer at all times for monitoring attendance and generating evacuation lists, if required.
- Preschool educators will check the sign in sheets at 9:45am to ensure that all children are signed in.

	<ul style="list-style-type: none"> • If a person forgets to sign a child in, a staff member signs the child, also recording the time they arrived and put an asterix next to the child's name for the parent to sign upon collection, whereupon the parent is informed of their responsibilities. • It is the responsibility of the parent or authorised person to ensure the educators are aware of the arrival of their child/children. • The arrivals register is monitored throughout the day to ensure it accurately reflects the number of children in attendance and that all children are accounted for. • Parent/carers are informed of arrivals procedures during preschool orientation verbally and in writing in The Preschool Handbook. Reminders are provided as required in-person, with message signs displayed at the preschool entry and electronic messages posted on StoryPark or School Bytes.
<p>Collection from preschool</p>	<ul style="list-style-type: none"> • Children are only able to leave the preschool premises in the care of a parent (unless otherwise directed by a court order), or a person authorised by the parent to collect their child – an <i>authorised nominee</i> or <i>authorised collector</i>. • Families record their child's authorised collectors in the preschool enrolment form and collection of child form. This information is collated by the preschool administration officer and preschool teacher at the start of the preschool year and communicated to the preschool staff. The summary is kept at the front of the enrolment records and in the casual folder. Staff are made aware of any updated changes verbally at the time and at the next preschool staff meeting. • If a person has arrived at the Preschool and is on the collection of children form, follow these guidelines: <ul style="list-style-type: none"> ○ they are able to sign out the child and collect them ○ all staff must double check collection person if unsure or if not a frequent collection person. • If a person has arrived at the Preschool and is not on the collection of children form, follow these guidelines: <ul style="list-style-type: none"> ○ remain calm and inform the collection person that the child must remain at the Preschool while staff contact the child's parent/guardian ○ if the parent/guardian can confirm the individual is picking up the child, proof of photo identification from the person must be produced before they are able to leave the Preschool. Staff will also add the new

collection person to the child's Collection Form

- if the parent/guardian does not answer, call the next parent/guardian on the child's Collection Form
 - the Principal/Nominated Supervisor will come down to the Preschool to discuss the issue. If the person is still unable to collect the child, the child will be supervised by the Principal/Nominated Supervisor at the School's front office until a parent/guardian or person approved on the child's Collection Form, can collect the child
 - If necessary, the Nominated Supervisor will make a report to Child Protection (Department of Communities and Justice) and police if the collection of the child is not resolved.
- Preschool educators will not release a child into the care of any unauthorised person. Upon enrolment, parent will be asked to fill out a collection of children form advising who the parent has authorised to collect their child. Names can be added or removed from this list at any time. Children will not be released to any person who cannot identify themselves as an authorised collector with valid photo identification documentation.
 - Documentation regarding each child's authorised collectors is kept current.
 - Regular reminders for parents to alert staff of any changes to authorised collectors are displayed on the preschool message board and on StoryPark.
 - If a parent wants to authorise an additional person to collect their child, they must do this in writing. There is no provision in the regulations for this to do be done verbally only. The written authorisation can take any form, for example, email, text message, written note or a post in an online application.
 - After a parent provided updated information related to their child's authorised collectors, their enrolment form is updated accordingly, as well as any record of authorised collectors stored in the preschool.
 - When a parent arrives to collect their child from preschool, they sign the arrivals and departures register to confirm the time they took the child from the premises.
 - After the preschool closes, the premises are checked by two staff members to ensure no child remains. The educator who completes this check verifies they have done so and that no child remains on the premises by signing and noting the time on the arrivals and departures register. If a child has not been signed

out, staff contact the parent to confirm collection and write this on the sign out register.

- If an educator witnesses a parent taking their child from the premises, but they did not sign the arrivals and departures register, the educator signs the child out. The parent is contacted to remind them of procedures.
- If a child is not on the premises, has not been signed out and the staff did not see them leave with their parent, the parent must be phoned immediately to confirm the child's whereabouts.
- If a parent is late to collect their child, they must phone in advance to inform the preschool educators.
- If a parent is late and has not contacted the preschool, they will be contacted to enquire who is collecting their child.
- If a parent has not arrived to collect a child by 3:10pm, the parent will be contacted by phone to follow up. If the parent cannot be contacted, emergency contacts will be called. If the child has not been collected by 3:15pm, he/she will be taken to the school office. Two staff will remain with the child at all times. If a parent is continually late for no justified reason, they are given three written warnings of the possible discontinuation of their child's preschool enrolment.
- Any authorised collector not already known to the preschool staff, is asked to verify their identity with photo identification.
- A parent may give verbal advice in person, via email or over the phone, that a new person is authorised to collect their child. In this situation, a record must be made by the educator who receives the instruction, of the details. If this person is to become a regular collector, the parent must then update their child's enrolment form or Authority to Collect form to reflect this.
- In emergencies, the parent may also give verbal authorisation for a person, not previously authorised, to collect their child. This person will be asked to produce photo identification. This person's name will be recorded on the day's sign in sheet.
- Preschool staff are to receive children directly from parent, or other authorised person, and are not to release them into the care of any unauthorised person.

	<ul style="list-style-type: none"> • Educators will also contact the school Principal if they feel that the person collecting the child is not in a fit state to supervise the child. Police may be contacted in this instance. The authorised person must be over 18 years of age. • The sign in and out registers are stored on site for three years and kept until the child reaches 25 years of age. • Original enrolment forms are located in the preschool office. If a child subsequently attends Sefton Infants School for K-2 in the following years, the enrolment form is placed in their Student Record Card.
--	---

Record of procedure's review

Date of review	12 April 2024
Who was involved	Sharna Labbe, Deana Talevska, Alex Arancibia, May Meesorn-iam
Key changes made and reason why	<ul style="list-style-type: none"> • Additional detail of procedures for unaccompanied children arriving at preschool for further clarity • Outline of how arrival and collection procedures are informed and reminded of arrival and collection procedures to ensure ongoing communication
Record of communication of significant changes to relevant stakeholders	<p>Principal: 12 April 2024</p> <p>Staff: 29 April 2024 – Weekly staff meeting</p> <p>Parents: 30 April 2024 – website and community procedure folder updated – message sent via Story Park</p> <p>Please note, parents must be notified at least 14 days prior to a change that may have a significant impact on their service's provision of education and care or a family's ability to use the service.</p>