



Delivery and Collection of Children Policy

Policy Number: 5
Date Updated: 27/8/26

Rationale and Policy Considerations

All children have the right to experience quality care in an environment which provides for their health and safety. The Education and Care Services National Law (WA) Act 2012 requires that approved provider/nominated supervisor/coordinators take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorised people is a key aspect of children's safety.

Most relevant policies and procedures

- Governance, management, records and confidentiality
- Enrolment and Orientation
- Dealing with Medications and Medical Conditions

Scope

This policy applies to the Educators and families of Lifestreamers Early Learning.

Policy Statement

The education and care service ensures that the attendance of all children enrolled in the service is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children or arrange with the service for an authorised person to do so. The service's procedures for delivery and collection must be followed in every instance, to always ensure the safety and wellbeing of children.

The service will ensure the protection of children not collected by closing time. Families are expected to abide by service hours, except in an extreme emergency. The service is unable to provide care to children after hours.

Policy Principles

Arrival

- Children cannot arrive at the centre before 7.00am.
- On arrival and departure, children need to be signed-in/out. This is a Licensing requirement and as such, families who continually forget to sign their child in or out, risk losing their childcare subsidy for those days and could be liable to pay full fees.
- On arrival, ring the doorbell and wait for an educator to attend to you. The educator will take your child and their belongings and deliver them to the appropriate room, passing on any messages to the educators who care for your child.
- Children will not be received if they are asleep. Please ensure your child is awake when they are delivered so that we can verify they are ok. This is a child protection strategy to protect both the child and the centre.
- All medications need to be handed to an educator so that they can be stored out of reach of children, and a medication form needs to be filled in and handed to educators.

Attendance records

- If a child has not arrived by 10am, educators will call the parents/guardians.
- Accurate attendance records will be kept and checked each day.
- The enrolling parent/guardian or authorised person who brings the child to the service or collects the child from the service must sign in and out using the iPad at the entry to the centre.

Departure

- At collection time; sign your child out, check with your educators for any information.

- Indicate to educator that you are taking your child so they can pass on any messages.
- Only those listed on the enrolment forms can collect children. If you require someone else to collect your child, you will need to ring beforehand and give his or her name and address. On arrival, the centre approved educators will check an acceptable form of identification.
- If the service has not been notified and someone other than the enrolling parent/guardian arrives to collect the child, the centre approved educators will contact the enrolling parent/guardian to obtain their authorisation. The child will not be released until the enrolling parent/guardian's authorisation has been obtained.
- S. 165A. The child may only leave the premises in the care of
 - A parent of the child
 - An authorised nominee named in the enrolment record
 - A person authorised by a parent or authorised nominee named in the enrolment record
- The child may only leave the premises
 - In accordance with the written authorisation of the child's parents or authorised nominee named in the enrolment record
 - On an excursion in accordance with the national regulations, or
 - Is given into the care of a person or taken outside the premises because they require medical, hospital or ambulance care or because of another emergency
- It is our duty of care to ensure that all children leave in a safe manner. Parents who appear to be under the influence of drugs or alcohol will be asked to arrange another person to collect their child.

Authorisation for collecting children

- The names and contact numbers of all people authorised to collect children from the service must be included on the **Enrolment Form**. Any changes to these authorities must be advised in writing to the service by the enrolling parent/guardian as soon as possible. This can be done by email.

Car Safety

- Children are not to be left unattended in the car as this is both a safety and health hazard.
- Lifestreamers Early Learning is a smoke free zone. Parents and educators are required to not smoke on the premises at all. This includes your cars as you approach the centre. Current research shows that smoking indoors while around children is the same as the child smoking. Please consider your children before lighting up.

Late Collection

- If a parent/guardian becomes unavoidably detained arrangements must be made by the parent for another person to collect their child before closing time.
- Where a parent has not arrived by 5.55pm, or communicated that they will be late, educators will begin ringing the parents and/or emergency contacts on the enrolment form.
- If there is no response by 6.15pm, educators will contact Crisis Care on 9223 1111. Crisis Care staff will be asked to take responsibility for the children. This may also involve the police.
- Families are required to plan their day to ensure they are at the service prior to closing time. Educators may need time to give parents/guardians information about their child's day. Educators also have evening commitments they wish to fulfill.
- Children need to be collected before closing time at 6:00pm. Children collected after this time will incur a \$25 per 15 minutes or part thereof fee per child.
- When a parent/guardian is continually and regularly late arriving at the service to collect their child, the nominated supervisor will discuss other childcare options with the family.

Legislation and Related Documents

- Department of Child Protection
- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012
- Childcare provider handbook

Document History

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