



### 1. Policy Statement

The Education and Care Services National Regulations require approved providers to ensure a policy and procedures are in place in relation to the delivery of children to, and collection from SPLASH. We are committed to the safe delivery of children to, and collection from, our service. We have detailed processes, procedures and practices in this regard and ensure that all educators and staff implement them.

### 2. Background

Children’s safety and wellbeing is of primary importance, and SPLASH ensures appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons. The transition of children to, and away from, our service requires particular attention at certain busy times given the number of people coming and going. Safeguarding children during their delivery to, and collection from, the service premises is enabled by this policy and procedures and the effective process for their implementation.

### 3. Scope

This policy applies to children, families, staff, management and visitors of the Service.

### 4. Legislative Requirements

#### National Quality Standard

<b>QA2</b>	<b>2.2.1</b>	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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#### National Regulations

Section/Regulation	Description
<b>Section 165</b>	Offence to inadequately supervise children
<b>Section 167</b>	Offence relating to protection of children from harm and hazards
<b>Section 170</b>	Offence relating to unauthorised persons on education and care service premises (applies to an education and care service



	operating in a participating jurisdiction that has a working with children law)
<b>Regulation 86</b>	Notification to parents of incident, injury, trauma and illness
<b>Regulation 87</b>	Incident, injury, trauma and illness record
<b>Regulation 99</b>	Children leaving the education and care service premises
<b>Regulation 100</b>	Risk assessment must be conducted before excursion
<b>Regulation 101</b>	Conduct of risk assessment for excursion
<b>Regulation 102</b>	Authorisation for excursions
<b>Regulation 102AAB</b>	Safe arrival of children policies and procedures
<b>Regulation 102AAC</b>	Risk assessment for the purposes of safe arrival of children policies and procedures
<b>Regulation 102A</b>	Application of Division
<b>Regulation 102B</b>	Transport risk assessment must be conducted before service transports child
<b>Regulation 102C</b>	Conduct of risk assessment for transporting children by the education and care service
<b>Regulation 102D</b>	Authorisation for service to transport children
<b>Regulation 122</b>	Educators must be working directly with children to be included in ratios
<b>Regulation 123</b>	Educator to child ratios – centre-based services
<b>Regulation 157</b>	Access for parents
<b>Regulation 158</b>	Children’s attendance record to be kept by approved provider
<b>Regulation 161</b>	Authorisations to be kept in enrolment record
<b>Regulation 168</b>	Education and care services must have policies and procedures
<b>Regulation 170</b>	Policies and procedures to be followed
<b>Regulation 171</b>	Policies and procedures to be kept available
<b>Regulation 172</b>	Notification of change to policies or procedures

### 5. Aim

To ensure the safety and wellbeing of children at all times.

### 6. Principles to inform our Policy

- The safety, health and wellbeing of the children at our service is paramount. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the service.



- We value and respect our families’ decisions about their children. This includes decisions about the people authorised to collect their children from the service premises.
- We acknowledge the important role played by our service leaders, educators and staff. They are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises.
- Our roles are clearly defined and we use effective communication to ensure that management, educators and staff are aware of their responsibilities in relation to the safe arrival of children who travel between an education and care service and any other education or early childhood service.

### 7. Roles and Responsibilities

Roles	Responsibilities
<b>Approved provider</b>	<ul style="list-style-type: none"> <li>• ensure that obligations under the Education and Care Services National Law and National Regulations are met</li> <li>• ensure that an attendance record is kept with: each child’s name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158)</li> <li>• ensure the appropriate risk assessments are completed and all relevant actions are undertaken in relation to the period during which children are travelling between the education and care service and any other service which provides education or care to children</li> <li>• ensure systems are in place so that children only leave the service premises:</li> <li>• if they are given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee:               <ul style="list-style-type: none"> <li>○ in accordance with the written authorisation of the child’s parent or authorised nominee</li> <li>○ if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee</li> <li>○ if they are 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 (regulation 99)</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>• ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families</li> <li>• ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123)</li> <li>• should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87) 8 Delivery of children to, and collection from, education and care service premises July 2023 Roles Responsibilities Approved provider, cont.</li> <li>• take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Delivery of children to, and collection from, service premises policy and procedures</li> <li>• ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection</li> <li>• notify families at least 14 days before changing the policy or procedures if the changes will:             <ul style="list-style-type: none"> <li>○ affect the fees charged or the way they are collected or</li> <li>○ significantly impact the service’s education and care of children or</li> <li>○ significantly impact the family’s ability to utilise the service.</li> </ul> </li> </ul>
<p><b>Nominated supervisor/ Responsible person</b></p>	<ul style="list-style-type: none"> <li>• implement the Delivery of children to, and collection from, service premises policy and procedures</li> <li>• ensure that an attendance record is kept that includes each child’s name, the date and time they arrive and depart, and confirmation of attendance through a time-stamped electronic sign-in and sign-out system (e.g. parent or authorised person PIN entry, or educator confirmation), in accordance with Regulation 158</li> <li>• implement systems so that children only leave the service premises:             <ul style="list-style-type: none"> <li>○ if they are given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee</li> <li>○ in accordance with the written authorisation of the child’s parent or authorised nominee</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee</li> <li>○ if they are 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 (regulation 99)</li> <li>● ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families</li> <li>● ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123)</li> <li>● communicate any changes to children’s delivery and collection arrangements to educators, staff and families</li> <li>● should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).</li> </ul>
<b>Educators</b>	<ul style="list-style-type: none"> <li>● must be aware of and follow the Delivery of children to, and collection from, service premises policy and procedures</li> <li>● ensure that the attendance record is completed when children arrive and leave, including each child’s name, the date and time of arrival and departure, and confirmation of attendance through the service’s electronic sign-in and sign-out system or educator confirmation</li> <li>● ensure that, when leaving the service, children are: <ul style="list-style-type: none"> <li>○ given into the care of a parent, an authorised nominee named in the child’s enrolment record, or a person authorised by the parent or authorised nominee</li> <li>○ given into the care of a person in accordance with the written authorisation of the child’s parent or authorised nominee</li> </ul> </li> <li>● meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios</li> <li>● be aware of the requirements should any incidents occur.</li> </ul>



<b>Families</b>	<ul style="list-style-type: none"> <li>• be aware of the Delivery of children to, and collection from, service premises policy and procedures</li> <li>• provide authorisations in their child's enrolment form and ensure the information is kept up-to-date</li> <li>• complete the attendance record when their child arrives and leaves by entering their unique PIN into the service's electronic sign-in and sign-out system, which records the date and time of arrival and departure</li> <li>• provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.</li> </ul>
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### 8. Key Terms

Terms	Meaning	Source
<b>ACECQA - Australian Children's Education and Care Quality Authority</b>	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children.	acecqa.gov.au
<b>Authorised nominee</b>	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator.	National Law (Section 170)
<b>Authorised person</b>	Means: a.) a person who holds a current WWCC [working with children check, or equivalent]; or b.) a parent or family member of a child who is being educated and cared for by the service or c.) an authorised nominee of a parent or family member of a child who is being educated and cared for by the service; or d.) in the case of an emergency, medical personnel or emergency service personnel; or e.) a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].	National Law (Section 170)



<b>Enrolment record</b>	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service. The record must include:</p> <ul style="list-style-type: none"><li>• Full name, date of birth and address of the child.</li><li>• The name, address and contact details of<ul style="list-style-type: none"><li>○ each known parent of the child</li><li>○ any emergency contact</li><li>○ any authorised nominee</li><li>○ any person authorised to consent to medical treatment or administration of medication</li><li>○ any person authorised to give permission to the educator to take the child off the premises</li><li>○ any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child.</li></ul></li><li>• Details of any court orders, parenting orders or parenting plan.</li><li>• Gender of the child.</li><li>• Language used in the child's home.</li><li>• Cultural background of the child and their parents.</li><li>• Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs.</li><li>• Authorisations for:<ul style="list-style-type: none"><li>○ the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child</li><li>○ the service to take the child on regular outings</li><li>○ regular transportation of the child.</li></ul></li><li>• Name, address and telephone number of the child's registered medical practitioner or medical service.</li><li>• Medicare number (if available).</li></ul>	National Regulations (Regulations 102, 102D, 160-162) Guide to the NQF (Management of records – Children's enrolment record)
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	<ul style="list-style-type: none"> <li>• Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. <ul style="list-style-type: none"> <li>• Dietary restrictions.</li> <li>• Immunisation status.</li> <li>• If the approved provider or a staff member has sighted a child health record, a notation to that effect.</li> </ul> </li> </ul>	
<b>Parent</b>	<p>In relation to a child, includes:</p> <p>a.) A guardian of the child; and</p> <p>b.) A person who has parental responsibility for the child under a decision or order of a court.</p> <p>For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.</p>	National Law (Definitions)

### 9. Related Policies

- Acceptance and Refusal of Authorisations Policy
- Child protection Policy
- Enrolment Policy
- Excursion Policy
- Incident, Injury, Trauma and Illness Policy
- Dealing with Infectious Diseases Policy
- Safe Transportation of Children Policy

### 10. Induction and ongoing Training

- The nominated supervision will ensure that the orientation and induction of new and relief staff includes an overview of their roles and responsibilities regarding the delivery and collection of children.
- Staff will receive training and development in relation to children's health, safety and development needs.



**St Paul  
Lutheran School**

# St Paul Lutheran School- SPLASH

## Delivery and Collection of Children Policy

March 2026

- On reviewing the cause of any incident during the delivery and collection of children, the Centre management will, if necessary, ensure retraining of staff to adhere more closely to the service's policies and procedures and review with educators, staff and parents their roles and responsibilities.
- Where there are concerns about a child's safe arrival to and departure from the service, the nominated supervisor will undertake and document a risk assessment in collaboration with other educators and the parents. Relevant strategies for the child will be implemented daily.

### 11. Policy Review

Last reviewed: March 2026

Date for next review: March 2027

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## Procedural Guidelines

### 1. Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children. Educators and staff will also remind parents/guardians of the dangers of leaving other children unattended in vehicles and encourage them to bring those children with them when dropping off or collecting a child enrolled at SPLASH.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of SPLASH as we are not licensed or insured to accept children before this time.

All parents will be asked to notify us if their child is to be absent from the service on a day they are scheduled to attend.

#### 1.1 Authorised Collection

- Children may only be collected by persons authorised on the enrolment form and recorded in the Spike CCMS.
- Authorised nominees are nominated by the enrolling/custodial parent.
- Changes to authorised collectors must be provided in writing via email or recorded in the communications book.
- Any unknown person collecting a child must present photo identification to verify their identity.
- A high school-aged sibling may collect a child only with written parent/guardian permission.
- Custody orders must be provided to the service in writing and stored in the service office. Staff will comply with all court orders.

#### 1.2 Attendance Records

- Accurate attendance records will be maintained daily.



- Records will include the child's arrival and departure times and confirmation of attendance via a time-stamped electronic sign-in and sign-out system or educator confirmation.
- Educators will reconcile attendance records, booking lists and absentee lists to ensure all children are accounted for.

### 1.3 Security Measures

- The SPLASH room door and gate must be securely closed upon entry and exit.
- Children must not leave the service unless signed out by an authorised person.
- If there are concerns about the safety of a child, staff or the service, police may be contacted.

## 2. Daily Delivery and Collection Procedures

### 2.1 Before School Care

- Parents or authorised persons must sign children into SPLASH using the iPad and personalised PIN upon arrival.
- Children will be signed out at roll call by the qualified morning shift educator at 8:30am.
- Children will be dismissed directly from the SPLASH room and move straight to their classrooms.
- Classroom teachers will be present in their classrooms at this time as agreed with the school.
- During the first weeks of school, Reception children and new children will be escorted to their classroom by a SPLASH educator or buddy classmate.

### 2.2 After School Care

- Reception children will be collected from their classroom by a SPLASH educator at 3:10pm.
- All other children attending ASC will be signed in by a SPLASH educator upon arrival.
- Educators will reconcile the sign-in sheet with the iPad records and absentee list collected daily from the front office or completed by the Director.



- Any discrepancies between bookings and attendance will be followed up within the first 30 minutes by the Responsible Person in Charge.

### 3. Procedure for Children who fail to arrive

If a booked child does not arrive and is not listed as absent, the Responsible Person will:

- Contact Kiss and Drop duty staff
- Check with the school front office for early collection
- Speak with the child's class teacher or siblings
- Check school grounds for the child
- Contact the parent/guardian to confirm the child's whereabouts

If the child cannot be located, the Responsible Person will notify:

- The family
- School leadership
- Police

The following information must be available when contacting police:

- Child's name, address and contact numbers
- Description of the child
- Last known location/time seen
- Any relevant medical conditions

### 4. Late Collection of Children

- If a child has not been collected by the time we are due to close the service, the nominated Supervisor will:
  - (again) attempt to contact the parents or other authorised nominees
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or the Department for Child Protection



- wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or the Department for Child Protection for guidance on the appropriate action to take.
- The service's late fee applies for all children collected after 6:15pm.

### **5. Alternative Collection in Emergencies**

- Parents may nominate an alternative collector in an emergency via written confirmation (email or written note).
- Telephone requests must be followed up with written confirmation.
- The authorised person will be added to the Spike CCMS where applicable.

### **6. Transitions and Additional Activities**

- A transition plan will be developed for new children attending Before School Care and/or After School Care.
- Children attending after-school activities (e.g. sport or music) must first present to SPLASH and record their intent to attend the activity on the daily sign-in sheet.
- Upon returning, children must report to the sign-in desk and be officially marked present.
- Parents must inform SPLASH at the time of booking if their child will attend external activities during the session.

### **7. Supervision and Duty of Care**

- Adequate supervision will be maintained at all times during arrival and departure periods.
- Educators will actively monitor transitions between school and SPLASH.
- Safeguards and procedures will be regularly reviewed to ensure children remain safe during transition times.

### **8. Related Policies**



- Enrolment and Orientation Policy
- SPLASH Fees Policy

### 9. Sources

- Education and Care Services National Regulations 2011
- Early Years Learning Framework
- National Quality Standard
- Work Health and Safety Act 2012
- Work Health and Safety Regulation 2012

### 10. Procedure review

Last reviewed: March 2026

Date for next review: March 2027