



# DELIVERY OF CHILDREN TO AND COLLECTION FROM THE FAMILY DAY CARE SERVICE POLICY

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# DELIVERY OF CHILDREN TO AND COLLECTION FROM THE FAMILY DAY CARE SERVICE POLICY

**DIVISION:** Sport, Community and Activation

**BRANCH:** Community Outcomes - Family Day Care

**CATEGORY:** 3

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## PART 1 – INTRODUCTION

### 1. BACKGROUND

- 1.1 Children's safety and wellbeing is of primary importance and it is the responsibility of educators and the Family Day Care (FDC) Service to ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons.
- 1.2 Accurate arrival, departure and absence documentation is a legislated requirement in all services approved by the Regulatory Authority and is necessary to claim Child Care Subsidy (CCS).
- 1.3 The safe delivery of children to, and collection from, our service will include the following considerations, as detailed in this policy:
- Attendance and enrolment records
  - Review of the attendance records
  - Authorised nominees
  - The safety, health, and wellbeing of children
- 1.4 The *Education and Care Services National Regulations* require Approved Providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and collection from, the FDC service to safeguard children.

### 2. OBJECTIVE

- 2.1 Camden FDC is committed to the safe delivery of children to, and collection from, our FDC service's. We have detailed processes, procedures and practices in place and ensure that all educators and staff implement them.

### 3. SCOPE

- 3.1 This policy applies to:
- Camden Council Family Day Care Service.
  - Camden Council Family Day Care staff employed by Camden Council.
  - Family Day Care educators (including educator assistants and relief

educators) registered with the Service as agents of the Approved Provider- Camden Council.

- Children enrolled in the service and their families.
- Volunteers and students engaged within Camden Family Day Care services.

#### 4. DEFINITIONS

4.1 **Approved Provider** means a person who holds a provider approval (*Education and Care Services National Law*). A provider approval authorises a person to apply for one or more education and care service approvals and is valid in all jurisdictions.

4.2 **Australian Children's Education and Care Quality Authority (ACECQA)** means the independent national authority that assists governments in administering the National Quality Framework including the provision of guidance, resources, and services to support the sector to improve outcomes for children.

4.3 **Authorised Nominee** means a person who has been given permission by a parent or family member to collect the child from the Family Day Care service/educator.

4.4 **Authorised Person** means (a) a person who holds a current working with children check (WWCC), or equivalent; or (b) a family member of a child who is being educated and cared for by the service or the family day care (FDC) educator; or (c) an authorised nominee of a family member of a child who is being educated and cared for by the service or the FDC educator; 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 working with children check (WWCC), or equivalent.

4.5 **Co-ordination Unit** means the Camden Family Day Care principal office and main faculty for running the Service from which Camden Family Day Care employees work.

4.6 **Educational program** means a program that is based on an approved learning framework and is delivered in accordance with the framework. Is based on the developmental needs, interests and experiences of each child and is designed to take into account the individual differences of each child.

4.7 **Educator** means an individual suitably qualified and registered by Camden Family Day Care to provide education and care and can refer to a Family Day Care educator as the business owner, an educator assistant or relief educator.

4.8 **Enrolment Record** means the approved provider and Family Day Care educator must ensure that an enrolment record is kept for each child enrolled at the service. The record must contain details relating to the child, authorisations given by the parent/guardian and legal documents such as court orders.

4.9 **Family Day Care (FDC)** means a type of education and care service that is run from the educator's own residence or an approved venue for the purpose of educating and caring for small groups of children aged 0-12 years.

- 4.10 **Family Day Care Service** means the Family Day Care education and care business of each individual educator.
- 4.11 **Mandatory Reporting** means the legislative requirement for selected classes of people to report suspected child abuse and neglect to government authorities.
- 4.12 **Parent** means the child's mother or father or other person responsible for the child through a court of law as their legal guardian and does not include a parent who is prohibited from having contact with the child.
- 4.13 **Responsible Person** means a person appointed by the Approved Provider as responsible for overseeing an education and care service, as referred to in section 162(1)(a) to (c) of the *Education and Care Services National Law*.
- 4.14 **Reportable Conduct** means certain organisations or entities are required to notify and investigate certain allegations (reportable allegations) of abuse involving a child, when the allegation is against someone they employ, engage or contract in circumstances outlined by the legislation.
- 4.15 **Signature** means your name written by yourself, always in the same way, usually to show that something has been written or agreed by you and for the purpose of electronic record systems can be a unique Personal Identification Number (PIN).
- 4.16 **Staff** means employees of Camden Council Family Day Care.
- 4.17 **Wellbeing** means a positive emotion that results from the satisfaction of basic needs – the need for tenderness and affection; security and clarity; social recognition; to feel competent; physical needs and for meaning in life. It includes happiness and satisfaction, effective social functioning and the dispositions of optimism, openness, curiosity, and resilience.
- 4.18 **Working Directly with Children** means A person is working directly with children at a given time if at that time the person is physically present with the children and is directly engaged in providing education and care to the children.
- 4.19 **Working with Children Check** means a notice, certificate or other document granted to, or with respect to, a person under a working with children law to the effect that the person has been assessed as suitable to work with children; or, there has been no information that if the person worked with children that the person would pose a risk to the children; or, the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.

## PART 2 - POLICY STATEMENT

### 5. PRINCIPLES

- 5.1 Children have a right to be safe and their rights, safety, health, and wellbeing is paramount to our service. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the educator.
- 5.2 We value and respect the rights of families to decide who they authorise to collect their children and will ensure they are properly informed of the authorised person requirements.
- 5.3 We acknowledge the important role played by our management, 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 FDC residence or approved venue.

- 5.4 Children are under the care of an education and care service at the point the service is taken to assume responsibility for their care and wellbeing. At this point the *Education and Care Services National Law and National Regulations* apply.
- 5.5 A child may only leave the FDC education and care service premises under any of the following circumstances:
- A parent/guardian or authorised nominee collects the child.
  - A parent/guardian or authorised nominee provides written authorisation for the child to leave the premises.
  - A parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion or regular outing.
  - A parent/ guardian or authorised nominee provides written authorisation for transportation of the child.
  - The child requires medical, hospital or ambulance treatment, or there is another emergency.
- 5.6 Accurate child attendance records will be kept ensuring that there is a real time record of the children in attendance at each FDC education and care service and that the correct child/staff ratios are being met by the service.
- Promote a smooth transition between environments.
  - Assure the completion of the required records.
  - Confirm the child's presence or absence from the FDC education and care service.
  - Ensure children's safety, care, and custody.
  - Ensure that the service is meeting its duty of care obligations under the law.

## 6. CONSIDERATIONS

- 6.1 The Approved Provider and educator of a FDC education and care service must ensure that a record of attendance is kept for each child enrolled and accurately records:
- The full name of each child attending the service.
  - The date and time each child arrives and departs.
  - The signature: Personal Identification Number (PIN) or handwritten if electronic sign is not available; of the person who delivers and collects the child from the FDC service.
- 6.2 Educators and staff are responsible for reviewing the attendance record as a part of their fortnightly financial processing cycle to ensure its accuracy.
- 6.3 In instances when a parent/guardian or authorised nominee has not signed the child in or out, the educator will sign to ensure the child's attendance is recorded.

- 6.4 On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the FDC service.
- 6.5 Authorised Nominees will be required to show photo ID to the educator prior to collecting and signing out child/ren.
- 6.6 Upon first introduction, the educator is to check the name on the photo ID against the list of approved persons to collect a child and ensure departure procedures are followed. A person is not allowed to collect a child if they are not identified as an approved person.
- Both parents have lawful authority of their children and are consequently permitted to remove children from the service unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information.
- 6.7 Educators and staff will at all times act in the interest of safety for the child, themselves and other children in the care and education service.
- 6.8 If educators are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the FDC residence or approved venue by that person. In this circumstance, the educator will contact an authorised nominee to collect the child and refer to strategies in procedure *When a parent/guardian or authorised nominee does not appear to be fit to take the child*. Situations when this may occur include:
- When a parent/guardian or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child.
  - When a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.
- 6.9 Educators and staff will immediately refer to the *Child Protection Policy* and implement the appropriate strategies.

## 7. ROLES AND RESPONSIBILITIES

### 7.1 Approved Provider:

- Ensure that obligations under the *Education and Care Services National Law and National Regulations* are met.
- Ensure the *Delivery to and collection from the FDC service* policy and related procedures are in place.
- Take reasonable steps to ensure that nominated supervisors, educators, staff, and volunteers follow the policy and procedures.
- Ensure the nominated supervisor and co-ordination unit staff have access to appropriate resources for the development, implementation, training and ongoing management of this policy and its related procedures.

- Ensure that accurate attendance records are kept for every enrolled child.
- Ensure systems are in place so that children only leave the service premises:
  - If they are given into the care of a parent/guardian, an authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee.
  - In accordance with the written authorisation of the child's parent/guardian or authorised nominee.
  - If they are taken on an excursion, regular outing or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee.
  - 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).
- 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.
- 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 123A).
- Should any incidents occur relating to the delivery of children to, or collection from, the FDC residence or approved venue (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).
- Take reasonable steps to ensure that nominated supervisors, FDC educators, FDC service staff and volunteers follow the Delivery of children to, and collection from FDC service policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinator's, educators and FDC service staff, and available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will:
  - Affect the fees charged or the way they are collected or
  - Significantly impact the service's education and care of children or
  - Significantly impact the family's ability to utilise the service.

## 7.2 Nominated Supervisor/Team Leader:

- Ensure they conduct themselves and the service practices in

accordance with all legislative requirements and Camden FDC policy and procedures and as directed by the Approved Provider.

- Implement the *Delivery of children to, and collection from, the FDC service* policy and procedures.
- Take reasonable steps to ensure that educators, staff, volunteers, and students follow legislative the policy and procedures.
- Guide and mentor educators and staff to be able to follow the policy and procedures.
- Ensure that communication between educators, the co-ordination unit and parents/guardians is adequate to ensure that all parties are aware of their roles and responsibilities in relation to legislative requirements and Camden FDC policy and procedures and they have the opportunity to provide their input into the Service.
- Ensure that accurate attendance records are kept for every enrolled child.
- Implement systems that ensure children only leave the service premises:
  - If they are given into the care of a parent/guardian, an authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee.
  - In accordance with the written authorisation of the child's parent/guardian or authorised nominee.
  - If they are taken on an excursion, regular outing or on transportation provided or arranged by the service, with written authorisation from the parent/guardian or authorised nominee.
  - 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).
- 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.
- 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 123A).
- Communicate any changes notified to the principal office regarding children's delivery and collection arrangements to FDC educators, educator assistant and FDC service staff.
- At the occurrence of any incident relating to the delivery of children to, or collection from, the FDC residence or approved venue (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).and store this on the FDC service's system.

### 7.3 Co-ordination unit staff:

- Ensure they conduct themselves and the service practices in accordance with all legislative requirements and Camden FDC policy and procedures and as directed by the nominated supervisor.
- Implement the *Delivery of children to, and collection from, the FDC service* policy and procedures.
- Monitor, guide, support, and mentor educators to ensure their FDC service environments and practices are at all times compliant with legislative requirements and Camden FDC policy and procedures.

### 7.4 Educators:

- Ensure they conduct themselves and their FDC service practices in accordance with all legislative requirements and Camden FDC policy and procedures and as directed by the nominated supervisor.
- Must be aware of and implement the *Delivery of Children to, and Collection from, the FDC Service* policy and procedures.
- Must keep the attendance record with each child's name and the date and time they arrive and depart. Sign the record if the signature of the person who delivers the child cannot reasonably be obtained.
- Must keep up to date and accurate records that record allowable absences.
- Ensure that, when leaving the FDC residence or approved venue, children are:
  - Given into the care of a parent/guardian, an authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee.
  - Given into the care of a person in accordance with the written authorisation of the child's parent/guardian or authorised nominee.
- 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.
- Be aware of the requirements should any incidents occur.

### 7.5 Families

- Be aware of the *Delivery of children to, and collection from, the FDC service* policy and procedures and implement the required practices as directed by the educator and service.

- Provide authorisations in their child's enrolment form and ensure the information is kept up-to date.
- Complete the attendance record when their child arrives and leaves, including: their child's name; the date and time they arrive and depart; and their signature.
- Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the FDC service or approved venue.
- Ensure that any authorised nominee noted on the enrolment are a suitable person to collect the child. Where there are concerns that this is not the case, the primary parent will be contacted by the educator or staff to discuss the situation further.

## 8. INDUCTION AND ONGOING TRAINING

- 8.1 Induction and ongoing professional development will be implemented for all educators and staff, focusing on this policy and related procedures.
- 8.2 Educator induction will be implemented as a part of the registration process, their ongoing training requirements and review of their service environments and practices occurs annually at the time of re-registration and as a need is identified.
- 8.3 Information will be shared with educator assistants and relief educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

## 9. MONITORING, EVALUATION AND REVIEW

- 9.1 This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy every three years.
- 9.2 Families, educators, and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.
- 9.3 In accordance with R. 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

## 10. SOURCES AND RESOURCES

- [ACECQA Guide to the National Quality Framework](#)

**RELEVANT LEGISLATIVE INSTRUMENTS:** *Australian Privacy Principles*  
*Child Wellbeing and Protection Laws in NSW*  
*Child Protection (Working with Children) Act 2012*  
*Children (Education and Care Services) National Law (NSW)*  
*Education and Care Services National Regulations*  
*National Quality Standard | Australian Children’s Education and Care Quality Authority (ACECQA)*  
*Work Health and Safety Act 2011*

**RELATED POLICIES, PLANS AND PROCEDURES:** Acceptance and refusal of authorisations policy  
 Child protection policy  
 Enrolment and orientation policy  
 Excursions policy  
 Maintaining supervision during delivery to and collection from the service procedure  
 Managing records and confidentiality policy  
 Safe transportation of children policy  
 When a child is collected from the service procedure  
 When a parent does not appear fit to take the child procedure

**RESPONSIBLE DIRECTOR:** Director Sport, Community and Activation

**APPROVAL:** General Manager through the Executive Leadership Group.

**HISTORY:**

Version	Approved by	Changes made	Date	EDMS Number
1			February 2012	
2			May 2019	14/315
3	ELG	Major amendments. Name changed from Delivery collection and access to children	17/03/2022	22/108870