

## Delivery and Collection of Children Policy

Kangaroo Island Community Education – Parndana Campus Preschool

## Purpose

To ensure the safe, secure, and respectful delivery and collection of all children from our preschool, in accordance with the Education and Care Services National Law (South Australia), Education and Care Services National Regulations, and ACECQA guidelines. This policy meets the requirements of Regulation 168 for safe arrival and collection and aligns with sector best practice<sup>123</sup>.

## Scope

This policy applies to all staff, children, families, and visitors involved in the delivery and collection of children at Kangaroo Island Community Education – Parndana Preschool.

## Policy Statement

We are committed to:

- Ensuring the safety, health, and wellbeing of all children during arrival and departure.
- Implementing and communicating clear, consistent procedures that meet regulatory requirements and ACECQA guidance.
- Providing a welcoming, supportive environment for children and families during transitions.

## Guiding Principles

- Children's safety and wellbeing are paramount during every transition (ACECQA, NQS, National Law).
- Supervision and staff engagement are essential at all arrival and departure times<sup>1</sup>.
- Policies and procedures are informed by current risk assessments, legislative requirements, and ACECQA resources<sup>23</sup>.
- Staff, families, and children are partners in implementing and maintaining safe, supportive procedures.

# Strategies for Safe Delivery and Collection

## Designated Drop-off and Collection Areas:

- Drop-off/collection points are supervised by staff.
  - Bus entrance for students arriving by bus and car
  - Children wait with a preschool person until all children have arrived by bus or car
  - All children who arrive/depart by foot are met at the preschool door for parent/caregiver handover to happen
- All parents, guardians, and authorised nominees are informed of procedures and locations.

## Supervision and Staff Engagement:

- Staff greet and farewell children and families at the gate or door, as per the Department's Safe Arrival Policy.
- Active supervision is maintained until each child is handed over to an authorised adult<sup>2</sup>.

## Sign-in and Verification:

- Families must sign children in and out using the OWNA system.
- Staff verify the identity of collecting adults and check authorisation/custody information daily (as per Regulation 99/ National Law).
- Custody and court order information is accessible to supervising staff and strictly adhered to.

## Warm and Supportive Transition:

- Staff use warm greetings, comfort strategies, and clear communication to support children.
- Prompt entry into the building is encouraged to ensure a smooth start and reduce congestion.

## Written and Communicated Procedures:

- Delivery and collection procedures are documented and made available to all staff and families.
- Procedures are reviewed regularly and updated in consultation with families and in accordance with current risk assessments<sup>2</sup>.

# Responding to Collection Challenges

## Unknown or Unauthorised Adults:

- Children are not released to anyone who is not listed as an authorised adult in OWNA or recorded enrolment documentation.
- Where doubt exists, staff contact the custodial parent/guardian for authorisation before releasing a child.

## Custody or Court Orders:

- Staff access and follow current instructions from legal documentation, in compliance with National Law and regulations.

## Recording and Reporting:

- Incidents, discrepancies, or refusals to release are documented in accordance with Department and ACECQA requirements.

## Prohibited Practices

The following are NOT permitted:

- Releasing a child to an unauthorised person or in contravention of custody/ court orders.
- Allowing children to enter/exit without staff supervision.
- Allowing deviation from safe arrival/departure procedures without full risk assessment and site leadership approval.

## Partnerships with Families

We work in partnership by:

- Providing all families with the policy and procedures for delivery and collection.
- Consulting with families on individual needs, custody issues, and changes to collection arrangements.
- Encouraging prompt updates from families regarding changes to authorised collectors.

## Review

This policy will be reviewed every three years or sooner in response to legislative, regulatory, or sector changes, including updates advised by ACECQA or Department for Education<sup>123</sup>.

## References

- Education and Care Services National Regulations (Regulation 99, 168, 170);
- National Quality Standard (QA2: Children's Health and Safety);
- ACECQA Safe Arrival Policy and Procedure Guidelines;
- Department for Education, Safe Arrival of Children Policy (SA);
- Education and Early Childhood Services (Registration and Standards) Act 2011 (SA).

## Resources

- [Acceptance and refusal of authorisations](#)
- [Preschool Attendance Recording Procedure](#)

