



Arriving and Collecting Enrolled Children Policy

Covers

- Documentation of Arriving and Collecting Enrolled Children at a Registered Residence Procedure
- Authorised to Collect Procedure
- Unauthorised to Collect Procedure

Intention

Nurturing Family Day Care Scheme and all associated personnel will uphold the highest level of safety during the times an enrolled child arrives and departs a registered residence or approved venue, ensuring that the children transition is secure and the required documentation is completed for this process to be transparent and within the law and regulations. The safety of all children is taken very seriously and their freedom from harm is at the forefront of every decision and action made by an associate of Nurturing Family Day Care Scheme. We create a culture where every decision, action and practice prioritises the safety and wellbeing of all children to lay the foundation for a proactive, accountable and child-focused organisation. We foster an environment where all children's voices and rights are heard, believed, and actively shape outcomes that affect them and are strengthened when families and communities (including Aboriginal and Torres Strait Islander peoples) are informed, engaged and are active partners in promoting safe environments (both culturally, physically, and online).

Overview

This policy, and all policies and procedures that are associated with the Arriving and Collecting Enrolled Children Policy, are implemented at all registered residences and approved venues by educators, staff and families who are allied with the scheme. Equity is reflected in every policy, decision and action, ensuring that all children have fair access to a safe, nurturing environment and healthy future and that no child is disadvantaged due to their culture, disability, gender or any other aspect of their identity or context.

This comprises of -

- The roles and responsibilities of the approved provider, educators, and the families during all children's arrival and departure from a registered residence or approved venue.
- The documentation requirements of enrolled children arriving and departing safely at a registered residence or approved venue.
- The individuals that are authorised to depart with an enrolled child.



- The steps taken if an unauthorised individual person attempts/collects a child.

The approved provider will ensure -

- That an enrolled child does not leave the registered residence unless –
 - With a parent, guardian or authorised to collect person (unless court orders are in place).
 - They are taken on an excursion that has the required documentation and permissions as per the Excursion Policy.
 - They require urgent medical assistance (hospitalisation, ambulance).
 - The emergency risk assessment and management plan has had to be activated due to a danger posed to the occupants or the registered residence or approved venue.
- The person collecting the enrolled child is over the age of 18 (except if it's the child's parents), with the approved provider to be consulted and written permission granted for persons between the ages of 16 to 18.
- That the documentation and requirements in this policy are always adhered to.
- Ensure that the ratio for a family day care registered residence or venue is always enforced – a maximum of 7 children (not including visiting children with an adult attending to their care), with no more than 4 of those children preschool age or under, including that of the educator's own children. Educator's own children are included until they are 13 years old or if another adult is caring for those children (unless in approved special circumstances; all children are from the same family, a child needs protection under child protection law or in a rural or remote location with no alternative care available).
- That educators are aware of their responsibilities regarding the safety and security of all children at the registered residence or venue and will ensure that all doors, gates, fences, and any other ways of safeguarding the environment is always maintained and secured (locked).
- That educators have practices embedded to ensure that the transition upon arriving and departing the education and setting is positive and relaxed to assist children through this handover.
- That families communicate with their educator if a child is not attending the education and care when booked in for that day and that in turn, the educator reaches out to families if a child has not arrived on a booked day at a normal (based on previous instances) time.
- That educator's communicate with Nurturing Family Day Care coordination team if a child has not been picked up within booked hours (without notification), so assistance can be given to contact authorised to collect individuals.
- That educators understand the importance of, and establishes, ingrained open communication with families to create a sense of belonging for all.
- That parent/s or guardian/s are informed about the significance of their child's booked hours, how to change these booked hours in consultation with the approved provider and the educator directly associated with the registered residence or approved venue, and why it is not always possible for an educator to work outside of these agreed booked hours.
- That education and care will not extend to 24 hours in a continuous block without prior authorisation from the approved providers (specific situations will be discussed on an individual basis with educator and parent/s or guardian/s).
- The Serious Incident Procedure will be put in place within 24 hours if a child -
 - Appears to be missing or cannot be accounted for.



- Appears to have been taken or removed from the service premises in a way that breaches the *National Regulations*.
- Is mistakenly locked in or locked out of any part of the service premises.

Documentation for Arriving and Collecting Enrolled Children at a Registered Residence Procedure

The approved provider, in accordance with the National Quality Framework requirements, has created an online documentation platform that is to be completed upon an enrolled child arriving and departing a registered residence or approved venue. In collaboration with Fully Booked, the relevant online attendances are to be fulfilled according to the below procedures on the devices provided, or an educator's own electronic devices, at all registered residences or approved venues.

Nurturing Family Day Care Scheme requires when a parent, guardian or authorised to collect person arrives or departs with an enrolled child that they sign in or out of Fully Booked on a device -

- When an enrolled child arrives or departs, the educator is to have the sign in/out page displayed to ensure that at no time a person can access the other information contained within the Fully Booked website (the password to access this section is not to be saved to ensure access is protected). If you have your own device with password or face/finger recognition your password can be saved as long as these security features are activated.
- The adult legally authorised (parent, guardian or authorised to collect according to the online enrolment form on Fully Booked) is to press the sign in or the sign out button (depending on the action required) to the right of their child's name.
- If the adult legally authorised is signing in or out multiple children from the same family, they can select the boxes to the left of their children's names to complete one sign in/out action.
- This will take the adult to the pop-up screen where...
 - At the top is written Sign In or Sign Out.
 - The Time In or Out.
 - Signed by --- Please select --- The adult authorised is to select their name.
 - If their name isn't listed, they are to select other and type their name here (educator is to ensure they have written permission from the parents/guardians to collect).
 - Signature --- The adult is to use their finger or stylus to sign their name.
 - Signing for children --- This lists the name or names of all children they are Signing In or Out.
 - They are to press the blue SAVE button.
- The screen will return to the parent sign in/out page ready for the next adult.
- All educator's own children that would have been eligible for CCS (have not attended their first day of high school or are 12 years old or under) are required to be signed in when they are included in the educator's ratios.
- When meeting an adult collecting an enrolled child for the first time, identification is to be checked with a government issued document showing the adult's face and name to confirm identity.



Nurturing Family Day Care Scheme, in collaboration with Fully Booked, ensures parents or guardians can confirm the attendance of a child by...

- Going through the parent portal to see the days and session hours of education and care that have been booked, the days and session hours they have been charged for (including the attending hours they were signed in for). Education and Care Statements also lists the amounts paid by the parents or guardians, the amount of CCS paid by the government and the current debit/credit amount for the education and care used.
- If a child has been absent from the education and care service, this information is listed as 'Charged absences' on these statements.
- This statement is generated, and an email notification is sent each Monday morning to parents or guardians listed as the Primary Contact. Additional email addresses can be added at the parent's or guardian's request.

Authorised to Collect Procedure

The Nurturing Family Day Care Scheme will ensure through the induction process and the continued professional development of all educators, that they are aware of who is authorised to collect a child and the measures in place to ensure that this procedure is followed.

- If a person is not listed on Fully Booked when selecting the adult Signing In or Out, the parent/s or guardian/s will be contacted by the scheme or educator, to request written notification before an unauthorised individual is allowed to collect an enrolled child.
- A parent can also be prompted to access their parent portal and add additional emergency contact information immediately, ensuring that in the permissions they select, authorised to collect.
- Photo ID is required the first time an individual arrives to a registered residence or approved venue to ensure that their information can be compared to that on the online enrolment form.

A parent or guardian may enter a registered residence or approved venue at any time their child is being educated and cared for, except -

- When allowing the person to enter would pose a safety risk to any individual at the premise.
- When allowing the person to enter would breach the duty of care of an individual associated with the scheme as listed in the National Law and Regulations.
- When allowing the person to enter would contradict a current court order that is stored in the child's folder.

Unauthorised to Collect Procedure

Nurturing Family Day Care Scheme acknowledges that there are rare circumstances when individuals who are not authorised to collect a child arrive, or when a child should not be released to an authorised person due to safety or duty of care concerns. In these circumstances the scheme advises educators to -

- If prohibited by a current court order -
 - Not release any information about the child.
 - Not allow the individual to enter the home (ensure doors remain locked).



- Contact the custodial parent as soon as possible.
- Contact the approved provider as soon as possible
- Contact the police if the situation requires.
- Perform an emergency situation – lockdown procedure if required.
- Maintain the health, safety and wellbeing of all children and adults (including the educator).
- If the person is not authorised to collect -
 - Contact the parent/s or guardian/s as soon as possible to see if authorisation is to be given.
 - If not, contact the approved provider as soon as possible.
 - Calmly state that the individual is legally unable to collect the child.
 - Ensure at all times, the health, safety and wellbeing of all children and adults (including the educator) while communicating with the individual that they are required to leave.
 - If the individual manages to retrieve the child from the premise or the situation becomes dangerous, contact the police immediately. Continue to advise the parent/s or guardian/s and the approved provider of the situation.
- If a child is taken by an unauthorised individual the educator is to -
 - Contact the police and inform them of the situation.
 - Contact the parent/s or guardian/s of the situation.
 - Contact the approved provider of the situation.
 - Document any recalled information about the individual (rego plate, make and model of the car, description of the person) and about the child (what they were wearing, recent photo) to assist police.
 - Complete, with the support of the approved providers, a serious incident report within 24 hours of the situation.

Sources

Education and Care Services National Law and National Regulations 2011 (Updated January 2025)

- Section 3, Objectives and guiding principles.
- Section 165, Offence to inadequately supervise children.
- Section 167, Offence relating to protection of children from harm and hazards.
- Section 170, 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)
- Section 174, Offence to fail to notify certain information to Regulatory Authority.
- Section 175, Offence relating to requirement to keep enrolment and other documents.
- Reg 12, Meaning of a Serious Incident
- Reg 85, Incident, injury, trauma and illness policies and procedures.
- Reg 86, Notification to parents of incident, injury, trauma and illness.
- Reg 87, Incident, injury, trauma and illness record
- Reg 99, Children leaving the education and care service.
- Reg 100, Risk assessment must be conducted before excursion.
- Reg 101, Conduct of risk assessment for excursion.
- Reg 102, Authorisation for excursions.
- Reg 102AA, Definition



- Reg 102AAB, Safe arrival of children policies and procedures
- Reg 102AAC, Risk Assessment for the purpose of safe arrival of children policies and procedures
- Reg 102A, Application of Division
- Reg 102B, Transport risk assessment must be conducted before service transports child
- Reg 102C, Conduct of risk assessment for transporting of children by the education and care service
- Reg 102D, Authorisation for service to transport children
- Reg 122, Educators must be working directly with children to be included in ratios
- Reg 157, Access for parents
- Reg 158, Children's attendance record to be kept by approved provider.
- Reg 159, Children's attendance record to be kept by family day care educator.
- Reg 160, Children's enrolment records to be kept by family day care educator.
- Reg 161, Authorisations to be kept in enrolment record
- Reg 168, Education and care services must have policies and procedures.
- Reg 169, Additional policies and procedures – family day care services
- Reg 170, Policies and Procedures to be followed
- Reg 171, Policies and Procedures to be kept available
- Reg 172, Notification of change to Policies and Procedures
- Reg 176, Time to notify certain information to Regulatory Authority.
- Reg 177, Prescribed enrolment and other documents to be kept by approved provider.
- Reg 178, Prescribed enrolment and other documents to be kept by family day care educator.
- Reg 183, Storage of records and other documents

National Quality Standard (Updated January 2026)

- 2.2, Each child is protected.
- 2.2.1, At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- 2.2.3, Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
- 3.1.2, Premises, furniture and equipment are safe, clean and well maintained.
- 6.1, Respectful relationships with families are developed and maintained and families are supported in their parenting role.
- 6.2, Collaborative partnerships enhance children's inclusion, learning and wellbeing.
- 7.1, Governance supports the operation of a quality service that is child safe.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

Early Years Learning Framework V2
Family Day Care Safety Guidelines – 6th Ed.

Guidelines for implementing the Universal Principle and Child Safe Standards in Queensland



ACECQA

Kidsafe Queensland

Review

The policy will be reviewed at least annually, and the process of reflection is recognised as a journey and will be conducted by seeking consultation with leaders and organisations without adding to the burden of our first nation's peoples to ensure resources are where they are needed most within all communities.

We will seek feedback from different parties including, but not limited to (in no particular order):

- Approved Providers
- Regulatory Authorities
- Employees
- Educators
- Volunteers
- Families
- Carers
- Children
- Interested Parties
- Visitors
- Aboriginal and Torres Strait Islander stakeholders
- Community consultations

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March 2018

June 2018 - CCS information updated

November 2018

November 2019

December 2020

December 2021

December 2022

December 2023

December 2024

December 2025

Continuous improvement is a dynamic process where constant reflection on what is working and where challenges or gaps exist is prioritised and the next review will occur in (or sooner if needed)

Reviewed Next: December 2026