

Delivery and Collection of Children Policy

Purpose

The purpose of this policy is to ensure that students who attend Montessori International College are delivered and collected from our Early Childhood Education and Care service (Montessori International College service) by authorised persons.

Practical and safe approaches will promote a smooth transition between home and school and confirm children's presence or absence from our service. This ensures a child's delivery and collection at the service continues their safe care and custody.

This policy details how the service keeps accurate records of child attendance (delivery and collection documentation). The document also clearly lists the procedures for delivery and collection of children who attend the service at the College.

Scope

Montessori International College ECEC service staff, students and parents/carers.

References

Relevant legislation and standards include but are not limited to:

- [Family Law Act 1975 \(Cth\)](#)
- [Domestic and Family Violence Protection Act 2012 \(Qld\)](#)
- [Child Protection Act 1999](#)
- Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au
- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011 \(ACECQA\)](#):
 - [Regulation 99 – Children leaving the education and care service premises](#)
 - [Regulation 158 - Children's attendance record to be kept by approved provider](#)
 - [Regulation 168 – Education and care service must have policies and procedures](#)
 - (2) Policies and procedures are required in relation to the following –
(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99
- [Link to National Quality Standard, Quality Area 2: Children's Health and Safety](#)
- [Link to National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities](#)

Related Policies

- Enrolment Policy

- Attendance and Exemption Policy
- Management of Family Arrangements Policy
- Duty of Care Policy
- Emergency Procedures and Protocol

Supersedes: N/A

Authorised by: Principal

Date of Authorisation: June 2025

Review Date: Every two years or when there are changes to relevant legislation.

Next Review Date: June 2027

Policy Owner: Principal

Definitions

‘Parent/Guardian’: In this policy the term parent/guardian does not include a person who is prohibited by a court order from having contact with the child.

‘Authorised Nominee’: A person/s who has been authorised by the parent/guardian of a child attending Montessori International College to allow them to collect their child from our ECEC service. This is authorised through the Kangarootime system.

‘Arrive’: At Montessori International College, means to arrive at the service to start receiving childcare in line with the centre-based service.

‘Leave’: At Montessori International College, means to leave the service and stop receiving childcare. This could include leaving the Montessori Session A Program at the end of the official school day at 3.00 pm or leaving the Session B / C program after 3.00 pm and 4.30 pm, respectively.

‘OSHC’: Outside School Hours Care

Policy Statement

Children are considered to be under the care of an education and care service (Montessori International College service) at the point the service is taken to assume responsibility for their care and wellbeing. At this point the National Law and National Regulations apply.

A child may only leave the education and care service premises (Montessori International College service) under any of the following circumstances:

- 1) A parent/guardian or authorised nominee collects the child;
- 2) A parent/guardian or authorised nominee provides written authorisation for the child to leave the premises;
- 3) A parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion;
- 4) A parent/ guardian or authorised nominee provides written authorisation for transportation of the child;

- 5) The child requires medical, hospital or ambulance treatment, or there is another emergency.

Accurate arrival and departure documentation is a legislated requirement in all services approved by the Regulatory Authority and is necessary to claim Child Care Subsidy (CCS). A record is also required for days that a child has been absent, along with the reason for the absence, for all approved CCS services. Furthermore, accurate arrival and departure records ensure successful implementation of efficient emergency evacuation and lockdown procedures.

MIC Strategies

- 1) Keep an accurate record of child attendance to ensure that there is a record of the children being cared for or educated by the services and that the correct child/staff ratios are being met by the service. This is via Kangarootime for our Early Childhood Education and Care service.
- 2) Practical and safe approaches to the delivery and collection of children at the Early Childhood Education and Care service or service transportation, will promote a smooth transition between home and the service, assure the completion of the required records and confirm the child's presence or absence from the services. This ensures a child's arrival and departure at the service continues their safe care and custody and that the service is meeting its duty of care obligations under the law.

Attendance Record

A record of attendance, kept at the service, through Kangarootime, includes:

- 1) Date;
- 2) The full name of each child booked to attend for that day;
- 3) Arrival and departure times; and
- 4) Signature (Kangarootime pin) of the person who delivers and collects the child or the nominated supervisor or staff member signature (Kangarootime pin).

Enrolment Records

The approved provider of an education and care service must ensure that a record of enrolment is kept for the service, through Kangarootime / FACTS, that has:

- 1) Details of the child which include name, date of birth, gender, country of birth, language spoken at home, health information, identifying as Aboriginal or Torres Strait Islander; and
- 2) Parent details; and
- 3) Custody information (if any); and
- 4) Authorised nominee for collection.

Review of the Attendance Record

- 1) Staff will regularly review the attendance record (through Kangarootime) to ensure its accuracy at all times;
- 2) In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance;
- 3) Prior to closing the service, two staff members must verify all children have been signed out of the centre through Kangarootime. If a child is not signed out, staff members will check all areas of the centre and look for clues such as bags remaining in lockers to ensure no child remains. Staff will record the reason for signing the child out, e.g. parent forgot and that the above check has been conducted, using their Kangarootime pin and Staff iPad via the Kiosk function.

Authorised Nominees

- 1) On enrolment, parents/guardians are to provide the name and contact details (Australian phone numbers accepted only) of at least one person who is an authorised nominee for the purpose of collecting their child/ren from the service;
- 2) Authorised nominees will be required to show photo ID to educators prior to collecting and signing out child/ren should the staff member not know the authorised nominee. Parents/guardians need to notify the Guide/Educator and Reception ahead of time if another person is going to collect their child. This is done in writing (preferably via admin@mic.qld.edu.au and the Guide's email address), or by telephone (07) 5442 3807;
- 3) Staff members are to check the name on the photo ID against the list of approved persons to collect a child and sign the child out (via their staff Kangarootime pin) if the authorised nominee does not have their own pin. If the authorised nominee has their own Kangarootime pin, they will enter this into Kangarootime on the Parent iPad. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.

If the staff member cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.

Please note: Both parents have lawful authority over their children (as long as they are listed as a parent) and are consequently permitted to remove children from the services unless a Magistrate's Court or Family Law court makes 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.

Concern for Safety, Health and Wellbeing of Children

Staff will always act in the interest of safety for the child, themselves and other children in the Early Childhood Education and Care service. If staff members 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 service by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

Situations when this may occur include:

- 1) When a parent 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;
- 2) 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. The College's requirement in this case is that a young person is no younger than 16 years of age.

Staff will immediately refer to the Child Protection Policy and implement the appropriate strategies.

Responsibilities

Montessori International College

MIC will:

- 1) Ensure the services operate in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children.

Nominated Supervisor

- 1) Provide supervision, guidance and advice to ensure adherence to the policy at all times;
- 2) Ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, on transportation as authorised, or for emergency medical treatment);
- 3) Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time the child is being educated and cared for by the service – except when: permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or the supervisor is aware the parent is prohibited by a court order from having contact with the child;
- 4) Ensure an authorised person (as identified in the National Law) is not at the service while children are present unless the person is under direct supervision.

Staff

- 1) Ensure accuracy of attendance at all times;
- 2) Be available for individual greeting and settling of children (for children who are on time);

- 3) Provide a supportive and welcome environment for children and families to assist with separation and settling;
- 4) Follow all service procedures regarding the delivery, collection and transportation of children;
- 5) Greet and farewell parents and carers directly.

Families

- 1) Completely fulfil the Kangarootime attendance requirements upon arrival and departure at the service (sign in/out using your designated Kangarootime pin or QR Code reader via the Kangarootime family app);
- 2) Communicate any changes of routine with staff;
- 3) Leave your child in the direct care of a staff member;
- 4) Ensure staff are aware that your child has been collected from the service;
- 5) Provide the college with any court orders relating to your child;
- 6) Ensure records for authorised nominees for alternative collection are up-to-date at all times.

Procedures

Delivery Procedure - Montessori International College service - Session A (8.00 am to 3.00 pm)

- 1) Doors are open at 8.00 am;
- 2) All children who attend our Montessori International College service will be signed in electronically through Kangarootime by the parent/guardian of the child or by an authorised nominee using the Parent iPad or via the QR code displayed at the sign-in station, using the Kangarootime Family App on their personal device;
- 3) In instances when a parent or authorised nominee has not signed the child in, a staff member will sign that the child is in attendance using their Kangarootime pin and Staff iPad via the Kiosk function in the Kangarootime application. Staff must indicate the reason for signing the child in (e.g. parent forgot their pin).

Collection Procedure – Montessori International College service Session A (8.00 am to 3.00 pm)

From 3.00 pm, all children who attend our Montessori Program Session A will be signed out electronically through Kangarootime by the parent/guardian of the child or by an authorised nominee, either on the Parent iPad or by scanning the QR code displayed at the sign-out station using the Kangarootime Family App on their mobile device;

- 1) In instances when a parent or authorised nominee has not signed the child out, a Montessori Program Session A staff member will sign that the child has left the service, using their Kangarootime pin and Staff iPad via the kiosk function in the Kangarootime application. Staff must indicate the reason for signing the child out (e.g. parent forgot their pin);

- 2) Any children not booked into Session B and not collected from their Montessori Program classroom at 3.10pm will be escorted by a designated Montessori Program staff member to the Session B Program classroom, along with children who are booked in. Parents/guardians will be contacted and fees will be applied to their account (See Appendix A: Terms & Conditions).

Delivery Procedure – Montessori International College service Session A (8.00 am to 3.00 pm) to Session B (3.00 pm to 6.00 pm)

- 1) Any children not booked into Session B and not collected from their Montessori Program Session A classroom at 3.10 pm will be escorted by a designated staff member to the Session B classroom, along with children who are booked in. Parents/guardians will be contacted and fees will be applied to their account (See Appendix A: Terms & Conditions);
- 2) Once at the Session B classroom, the designated Session B staff member will use their Kangarootime pin and Staff iPad to sign children out of Session A and into Session B via the Kangarootime application.

Delivery Procedure - Montessori Plus activities to Session C (4.30 pm to 6.00 pm)

- 1) From 4.30 pm, any children not booked into Session C and not collected from their Montessori Plus activity will be escorted by the Montessori Plus Club Coordinator to the Session C classroom, along with children who are booked in. Parents/guardians will be contacted and fees will be applied to their account (See Appendix A: Terms & Conditions);
- 2) Once at the Session C classroom, the designated Session C staff member will use their Kangarootime pin and Staff iPad to sign children in.

Collection Procedure – Montessori International College service Session B (3.00 pm to 6.00 pm) and Session C (4.30 pm to 6.00 pm)

- 1) From 3.15 pm, all children who attend our Session B Program will be signed out electronically through Kangarootime by the parent/guardian of the child or by an authorised nominee on the Parent iPad or by scanning the QR code displayed at the sign-out station using the Kangarootime Family App on their mobile device;
- 2) In instances when a parent or authorised nominee has not signed the child out, a staff member will sign that the child has left the service using their Kangarootime pin and Staff iPad via the Kiosk function in the Kangarootime application. Staff must indicate the reason for signing the child out (e.g. parent forgot their pin);
- 3) At 6.00 pm, the Montessori International College service will close. If children remain uncollected at this time, their parents/guardians will be contacted by Session B / C staff and late fees will be applied to their account (See Appendix A: Terms & Conditions). Session B / C Program staff will provide details of children collected late to reception via email as soon as possible.

Appendix A

MIC Early Years AFTER SCHOOL HOURS (Session B, SESSION C) and SCHOOL HOLIDAY PROGRAM Care

Terms and Conditions

These Terms and Conditions ("Terms") apply between you and Montessori International College ("MIC") when you use MIC's After-Hours Care Services including Early Years Session B, Session C and/or Holiday Programs. You must read and agree to these Terms before using MIC's services.

Personal Information

1. You must disclose all relevant information about your child in the Enrolment Application.
2. All information you provide to MIC must be true and correct and you undertake to immediately inform the service in the event of any changes to this information.

Medical

1. You authorise staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for your child and agree to meet any expenses attached to such treatment.
2. You give permission for MIC staff to administer appropriate medical attention and first aid for your child in an emergency.
3. If your child has a medical condition, dietary requirement or any other additional need, you are responsible for providing an Action Plan and/or supporting documentation to MIC, prior to your child's attendance at the service.
4. You must provide your own Epipen at the MIC EY service if your child has a medical action plan that requires an Epipen to be administered.
5. You must provide Ventolin to the MIC EY service if your child is diagnosed as having asthma.
6. You acknowledge that your child cannot attend the program if suffering from an infectious or contagious disease, and you will not attempt to make your child attend in such circumstances.
7. You agree to collect or make arrangements for the collection of your child at your own expense if he/she becomes unwell at the service.
8. You authorise staff to apply sunscreen to your child if you do not provide such.

Child Supervision

1. You understand that MIC staff do not supervise your child until they are signed into the service (Exemption for EY Children continuing from Session A).

2. You understand that MIC staff do not supervise your child after they have been signed out of the service by a parent/guardian/authorised person.

Behaviour

1. You agree that if your child continuously demonstrates inappropriate behaviour, after behavioural management policies and procedures have been followed, you will be notified and your child may be suspended for a period to be determined or permanently excluded from the Service.
2. You agree that if your child causes a major risk to the health or safety of themselves, other children, or MIC staff, they may be permanently excluded from the Service.
3. You agree that if your child is subject to exclusion, the Service may disclose your child's name and the reasons for the exclusion to persons in control of the school that the Service operates from.

Participation

1. You give permission for your child to participate in activities organised for the days your child will be attending.
2. Except as otherwise expressly required by law, the Service does not accept any liability for personal injury, property damage, or loss sustained by any participant as a result of participation at the Service.
3. You give permission for your child to leave the premises to participate in activities and excursions as indicated in the Program.
4. It is your responsibility to inform the Service of any additional needs your child may have. The Service may be unable to accommodate children with additional needs if they are not made aware of support requirements in advance.
5. You agree to provide your child with a hat for outdoor activities and excursions.
6. You give permission for your child to participate in regular evacuation drills or actual evacuations when necessary. You understand that your child may be relocated from the Service under the supervision of educators to a safety zone for evacuation purposes.

Payments

1. All fees must be paid via Direct Debit from your bank account or credit card unless an alternate arrangement has been approved by the Service.
2. You agree to pay for all the days your child is successfully enrolled in (and not cancelled within the relevant time frame), regardless of whether your child attends.
3. You agree to keep your account up to date and to meet all costs incurred for your enrolments in the Service. You understand that your child's bookings may be cancelled if your account is not current.

4. You agree that if you have made a booking, it can be charged prior to a statement being sent.
5. You acknowledge that if a direct debit is returned by your financial institution as unpaid, a Declined Payment Fee charged by the Direct Debit Provider may be added to your next direct debit payment, in addition to any owing account balance and financial institution charges.
6. A late fee of \$25 per 15 minute or part thereof, per child, will be imposed when parents arrive later than the closing time regardless of notifying the service that you will be late.

Bookings and Cancellations

1. When permanent care is no longer required, you are required to give **2 weeks' notice in writing** prior to cancellation. You understand that you will be charged for 2 weeks of permanent care from the date you give notice.
2. You must book a casual After School Care (Session B or Session C) session before your child can attend.
3. If your child is going to attend casual After School Care (Session B or Session C), you must book the session by calling MIC on the day of attendance by 1.30 pm.
4. If you do not pick up your child by 3:15 PM from the Early Childhood Learning Centre or by **4:30 PM from Play Space**, your child will automatically be admitted to **Session B or Session C**, and you will be **charged accordingly**.

Holiday Program Care

1. Activities and transport are subject to cancellation or alteration in the event of unsuitable weather conditions, unforeseen events or other factors which may arise from time to time and suitable alternative activities will be provided.
2. Cancellation requests must be lodged in writing (prior to the start of the school holiday).
3. You understand that **Holiday Program Care bookings can only be cancelled/alterd up to 14 days prior to the Program start date**, due to high demand.
4. Children with additional needs must be booked into vacation care more than 4 weeks in advance (unless a lessor time frame is agreed to by the Service) to ensure special arrangements and additional staffing needs can be met.
5. If you cancel **more than 30%** of your child's Holiday Program Care bookings, your child will be placed **back on the waiting list**, as priority is given to families who require **more care days**.