

POLICY/PROCEDURE NAME & REVIEW PROCESS	DELIVERY and COLLECTION of CHILDREN POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 2- CHILDREN'S HEALTH AND SAFETY 2.2 Safety 2.2.1 – Supervision 2.2.2 – Incident and Emergency Management 2.2.3 – Child protection
NATIONAL LAW AND REGULATIONS	99- Children leaving the education and care service premises 158- Children's attendance record to be kept by approved provider 160- Child enrolment records to be kept by approved provider 161- Authorisations to be kept in enrolment record 168-Education and care service must have policies and procedure 170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures 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)
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> Close record Enrolment record Educator to child ratio record Excursion authorisation record Medical administration record
SCOPE OF POLICY	This policy applies to all children, educators, staff, families, management, students, volunteers, and visitors at our service.
AIM OF POLICY	To ensure that our service has strong guidelines, procedures, and practices in place regarding the delivery and collection of children to the service, in order to support their safety, wellbeing, and protection. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	The approved provider, nominated supervisor must ensure that a child being educated and cared for by our service does not leave the service except for the following: <ul style="list-style-type: none"> Are given into the care of a parent/guardian/ authorised emergency contact in the child's enrolment record or a person authorised by a parent/guardian or an authorised emergency contact. Leaves in accordance with the written authorisation of the child's parent/guardian or authorised emergency contact. Is taken on an approved excursion only with a signed excursion authorisation record. Is taken by ambulance due to a medical emergency. Delivery <ul style="list-style-type: none"> On arrival all children will be signed in to the service. This needs to reflect the date and time of arrival and signature of authorised person who is signing in the child/ren. Parent/guardian must alert educators that a child/ren has arrived at the service and always hand the child over to an educator ensuring that they are never left alone in a classroom. Parent/guardian will place all belongings for the child in their designated locker and any drinks etc in fridge if applicable. Place sunscreen on the child if not already applied and if unable to, alert an educator that your child does not have sunscreen applied.

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- Parent/guardian will inform educators if there is any medication for the child and fill in **medication administration record** before leaving and hand over medication to educator.

Collection

- State and territory licensing and regulatory processes for the provision of childcare services stipulate that a child may only be collected from a childcare service by a parent/guardian or authorised emergency contact. The National Quality Standards under the National Quality Framework reiterate this position.
- All children will be signed out of the service as per sign in procedure above.
- Parent/guardians must collect children before closing time of the service.
- No one under the age of 18 can collect a child from our service unless of course the parent/guardian is this age or under.
- Our service **enrolment record** will require detailed written information about each person authorised to collect a child, including the person's full name, residential address, telephone number and relationship to the child.
- Our service ensures that whenever an authorised emergency contact arrives for the first time and is unknown to staff that we will use a verification procedure, such as a driver's licence check, to ensure only authorised emergency contact collect the child. We will photocopy this licence for our records.
- If an unauthorised person presents to collect a child, the child's parent/guardian (or if a parent/guardian is unavailable, an authorised emergency contact) will be immediately informed by phone and we will seek authorisation for that person to collect the child. We will request a confirmation email in order to release the child to the new authorised person.
- If confirmation cannot be obtained educators will not release the child to anyone who is not listed or not known to them.
- If there is an emergency and the parent/guardian or an authorised emergency contacts cannot collect the child, the parent/guardian must personally ring the service to let the nominated supervisor know. The parent/guardian will be required to indicate who will collect the child, give a description, and ask the person to provide staff with proof of identity e.g., Driver's License and follow up with an email confirming the details if able to.
- If the service has not been notified and someone other than the parent/guardian or authorised person comes to collect the child, educators will ring the parent/guardian to seek his or her authorisation. The child will not be released from the service until proper authorisation has been received.
- We understand that a court order may prevent a parent/guardian or other person from collecting or having access to a child. All court orders will be copied and made available to all educators to ensure that they are aware of the safety of the child/rens. A copy will be kept in the relevant child's records. As court orders can be varied, revoked, or extended from time to time, it is necessary to ensure information is periodically updated. We cannot impose restrictions on parent/guardians without a court order, we can alert the other parent/guardian by phone, but no further action can be taken by staff.
- Our service has a duty of care to the children in the service to ensure that safety is paramount, and staff must comply with obligations under state or territory child protection laws. Therefore, if on occasion a parent/guardian or authorised person may attend to collect a child while under the influence of a drugs or alcohol, or present in such as manner as to suggest his or her ability to safely collect a child is impaired and or poses a risk to a child's safety that cannot be addressed by alternative means, child protection authorities or police should be notified, and advice sought as to how to proceed.
- Educators cannot prevent a parent/guardian from collecting a child but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements if they feel the parent/guardian is in an unfit state to accept responsibility for the child.
- Educators will complete a thorough check in every room to ensure that there are no children left in the service at the end of the day, particular attention to the nursery cot room, this will be recorded on the **close record**.

Late collection

If a child/ren is left at the service after closing time the procedure will be as follows:

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- Attempt to contact parent/guardian/ guardian / if no response attempt to contact all authorised emergency contact/s on the **enrolment record** until you get a response.
- If no response to the above, contact nominated supervisor/ approved provider so that they are aware of the late or no collection of the child.
- Nominated supervisor/approved provider will advise follow up process but if child has not been collected after 30 minutes and no one is contactable call police.
- Two educators must always remain with children and must not leave the service with child/ren.
- A late fee of \$1.00 per minute will be charged and must be paid in cash to the educators.

Continuous Improvement

We are dedicated to the ongoing improvement of our practices and procedures through the following actions:

- Conducting regular reviews and updates of this policy with all stakeholders.
- Actively seeking feedback from children, families, and staff members.
- Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that all supporting records are supplied, are kept at service, and are maintained by nominated supervisor. This will include keeping accurate sign in and out records for each child which includes name date time and signature of parent/guardian/ guardian.
- Ensure that every child/ren enrolled at the service has an accurate completed **enrolment record** in place.
- Ensure that the processes for delivery and collection of children at the service are clearly defined and understood by nominated supervisor, staff, and families.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will abide by and follow this policy ensuring that they keep accurate enrolment records for each child, ensure that sign in and out of each child is monitored and updated daily.
- Will maintain rosters and review roster according to fluctuations in delivery and collection of children ensuring that the service is meeting reg 122 and 123.
- Will provide staff with access to enrolment record information in the event that they need to contact parent/guardian/ guardians regarding delivery and collection of child/ren.
- Ensure that any changes to delivery and collection of children is communicated to all staff immediately and all details pertaining to this is recorded and available to staff.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.

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	<ul style="list-style-type: none"> Ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements. Ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. Ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Ensure the policy is kept up to date with current legislation, research, and best practice. Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Ensure that staff know where to find access to enrolment information. Must follow processes to ensure that children are being accounted for at all times by recording departure and arrivals on educator to child ratio record. Will alert nominated supervisor to any fluctuations in children's arrival and departure that may affect educator to child ratio requirements immediately. Ensure that no child leaves with someone that is unfamiliar, ask the person if unsure. Ensure that every room of the service is checked at the end of the day including the cot room. Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required. <p>Families</p> <ul style="list-style-type: none"> Will be aware of this policy and adhere to the guidelines regarding the safe delivery and collection of children at the service. Parent/guardians must sign child/ren in and out of service on arrival and on departure. Nominated supervisor/ staff member will update information if parent/guardian forgets however on next arrival at service parent/guardian must acknowledge sign in or sign out completed by nominated supervisor / staff member. Signing children in and out is a legal requirement for parent/guardians. Will provide information to the nominated supervisor regarding authorised emergency contact changes or updates.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 99 – children leaving the education and care service premises.	<p>Approved Provider and Nominated Supervisor will</p> <ul style="list-style-type: none"> Ensure parent/guardian are informed immediately if anyone other than the emergency contact arrive at the service to remove a child/ren. Ensure if a new emergency contact is to be added to child's enrolment record, then families will be required to advise by writing (email) nominated supervisor will confirm via phone and will inform responsible person on duty to seek Driver's licence id from the new contact. Ensure authorised emergency contacts who attend service for first time produce a form of identity and an email from parent/guardians alerting service to the pickup details. Ensure the identity of the contact picking up child (example drivers' licence) will be copied and placed on child's file if not already there.

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	<ul style="list-style-type: none"> Ensure parent/guardians have completed the excursion authorisation record prior to an excursion. Ensure parent/guardians have completed the permission section on the enrolment record to transport a child prior to allowing the child to be transported to or from the service. Ensure that a child may not leave with a parent/guardian if there is a court order in place prohibiting this, another parent/guardian must be contacted immediately. Only allow a child to leave the service on an excursion providing that all documentation has been fully completed and signed off by a parent/guardian. Allow a child to leave the service if emergency medical treatment is required and this will usually be in the care of an ambulance and a responsible person or nominated supervisor will attend the journey unless parent/guardian arrives before ambulance.
<p>In regard to regulation 158-Children's attendance record to be kept by approved provider</p> <p>160- Child enrolment records to be kept by approved provider</p> <p>161- Authorisations to be kept in enrolment record.</p>	<p>Approved provider will</p> <ul style="list-style-type: none"> Ensure that a record of attendance is kept for the service It must include the child/rens full name. It must record the date and time they attend and depart and collect the signature of the person who is delivering or collecting the child/ren. An enrolment record must be kept on premises for every child that attends the service. This information must be stored in a locked cabinet or locked area. <p>Approved Provider and Nominated Supervisor will</p> <ul style="list-style-type: none"> Check that an accurate enrolment record is completed prior to enrolment of the child. Ensure all records will be kept confidential and will be updated at least annually or if changes are required. <p>Enrolment records must include but not be limited to the following for each child that is enrolled:</p> <ul style="list-style-type: none"> The full name, date of birth and address of the child. The name, address and contact details of— Each known parent/guardian of the child. Any person who is to be notified of an emergency involving the child if any parent/guardian of the child cannot be immediately contacted. Any person who is an authorised emergency contact. Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child. Any person who is authorised to authorise an educator to take the child outside the education and care service premises. Details of any court orders, parent/guardian orders or parent/guardian plans provided to the approved provider relating to powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child. Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent/guardian or other person. The gender of the child. The language used in the child's home. The cultural background of the child and, if applicable, the child's parent/guardians. Any special considerations for the child, for example any cultural, religious, or dietary requirements or additional needs. The relevant authorisations set out in regulation 161. The relevant health information set out in regulation 162 <p>Approved Provider and Nominated Supervisor will</p> <ul style="list-style-type: none"> Check that an accurate enrolment record is completed prior to enrolment and that it has been checked thoroughly prior to enrolment of the child, if medical conditions exist, medical management plan and communication record and medication administration record must be completed in conjunction with family prior to attendance or administration of medication. Ensure all authorisations required in relation to medical treatment, transportation by ambulance and if required excursion permission will be checked and confirmed by nominated supervisor. Ensure all records will be kept confidential and will be updated at least annually or earlier if changes are required.

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	<ul style="list-style-type: none"> Ensure that nominated supervisor will confirm that regular outing section is completed on enrolment record in order to evacuate children outside of service on a regular basis when completing evacuation drills.
In regard to regulation 168- Education and care service must have policies and procedures.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that obligations under the Education and Care Services National Law and National Regulations are met. Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly and communicated to educators, staff, and stakeholders. Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times. Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures. Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection. Will notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> 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. Ensure policies and procedures regarding regulatory requirements are in place at the service. Ensure that a suitable Nominated supervisor is in place and will monitor practices and procedures relating to all policies in the service. Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review. Ensure all stakeholders are involved in the review. Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback.

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	<ul style="list-style-type: none"> Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
LAW IMPLEMENTATION	The following laws and procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to Section 165- Offence to inadequately supervise children.	<p>Approved provider and Nominated supervisor</p> <ul style="list-style-type: none"> Approved Provider will ensure that all children being educated and cared for by the service are adequately supervised at all times that the children are in attendance of the service. Penalty: \$11 400, in the case of an individual. \$57 400, in any other case. Nominated supervisor will ensure that all children being educated and cared for by the service are adequately supervised at all times that the children are in attendance of the service. Penalty: \$11 400. <p>Approved provider and Nominated supervisor must ensure the following:</p> <ul style="list-style-type: none"> Educator to child ratios is kept at all times considering the proficiency of staff, ability of staff to respond in a crisis and read cues of children playing. <hr/> <ul style="list-style-type: none"> Rostering is crucial in ensuring that there is a balance of competent staff to guide and support less competent staff. Staff are actively involved with children knowing where children are at all times and how many children are in their care. Approved provider or nominated supervisor will observe staff abilities to adapt their levels of supervision based on the age of the children in their care. Staff will alert other members of staff if they need to leave the room for any reason and approved provider and nominated supervisor will be responsible for monitoring this process
In regard to Section 167- Offence relating to protection of children from harm and hazards.	<p>Approved Provider and Nominated Supervisor</p> <ul style="list-style-type: none"> Approved Provider must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. They must have the service must have policies and procedures in place to support the protection of children from harm and hazards, including health and safety matters. Penalty: \$11 400, in the case of an individual, \$57 400, in any other case. Nominated supervisor must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury. Penalty: \$11 400. <p>All methods of precaution must be implemented in the form of safety checks and recorded and monitored by approved provider or nominated supervisor. Such as the following:</p> <ul style="list-style-type: none"> Daily safety checks of the environment and equipment and regular checking that the checks are being completed. Regular walk throughs from approved provider or nominated supervisor to check on compliance and staff behaviours. Secure storage of hazardous products including chemicals. Thorough maintenance process and implementation of repairs to equipment. Risk assessments for all areas of the service including for excursions and regular transportation. Purchasing products that meets Australian Standards - for example, cots and playground equipment and softfall. Chemical data sheets and correct training of all staff in chemical usage, safety plugs in electrical outlets and careful placement of electrical equipment. Procedures for releasing children only into the care of authorised persons and ensuring that all staff are aware of the process. The implementation of ongoing safety should be conducted regularly through the review of risk assessments to identify potential hazards and strategies to protect children. The National Law does not require services to eliminate all risk and challenge from children's play or environments.

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In regard to Section 170 - Offence relating to unauthorised persons on education and care service premises

Approved provider must ensure that a person does not remain at the service premises while children are being educated and cared for at the premises, unless—the person is an authorised person, or the person is under the direct supervision of an educator or other staff member of the service.

Penalty: \$1000, in the case of an individual: \$5000, in any other case.

Nominated supervisor of the service must ensure that a person does not remain at the education and care service premises while children are being educated and cared for at the premises unless the person is an authorised person, or the person is under the direct supervision of an educator or other staff member of the service. Penalty: \$1000.

- All staff must have current working With Children Checks and nominated supervisor must ensure a staff schedule record is maintained and checked on a regular basis to ensure compliance – at least monthly.
- Staff must not leave children unattended at any time.
- Staff must clearly identify any stakeholders entering the premises and if unsure seek identification and confirm their reason for attendance at the service.
- If an unauthorised person presents to collect a child, the child's parent/guardian (or if a parent/guardian is unavailable, an authorised emergency contact) will be immediately informed by phone and we will seek authorisation for that person to collect the child. We will request a confirmation email in order to release the child to the new authorised person.
- If confirmation cannot be obtained educators will not release the child to anyone who is not listed or not known to them.
- If there is an emergency and the parent/guardian or an authorised emergency contacts cannot collect the child, the parent/guardian must personally ring the service to let the nominated supervisor know. The parent/guardian will be required to indicate who will collect the child, give a description, and ask the person to provide staff with proof of identity e.g., Driver's License and follow up with an email confirming the details if able to.
- If the service has not been notified and someone other than the parent/guardian or authorised person comes to collect the child, educators will ring the parent/guardian to seek his or her authorisation. The child will not be released from the service until proper authorisation has been received.

KEY TERMS

- **ACECQA** – Australian Children's Education and Care Quality Authority. 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.
- **Stakeholder** - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
- **Authorised emergency contact-** A person who has been given permission by a parent/guardian or family member to collect the child from the service.

WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES

- Australian Children's Education & Care Quality Authority. ACECQA
- Code of Ethics
- Early Childhood Australia <http://www.earlychildhoodaustralia.org.au>
- Education and Care Services National Regulations.
- Education and Care Services National Law Act 2010
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.
- Guide to the National Quality Framework.
- National Quality Standard.
- United Convention on the Rights of the Child

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