DELIVERY OF CHILDREN TO, AND COLLECTION FROM EDUCATION AND CARE SERVICE PREMISES

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between home and our Service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the health and safety of children at our Service our *Delivery of children and collection from Education and Care Service Premises Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection Child safety and protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. 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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S 162A	Child protection training
S 165	Offence to inadequately supervise children
S 167	Offence relating to protection of children from harm or hazard
S 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed

171	Policies and procedures to be kept available
172	Notification of change of policies or procedures
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

RELATED LEGISLATION

Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Infectious Diseases Policy Emergency Evacuation Policy Enrolment & Orientation Policy	Handwashing Policy Incident, Injury, Trauma and Illness Policy Privacy and Confidentiality Policy Safe Transportation Policy Safe Use of Digital Technologies and Online Environments Policy Student, Volunteer and Visitor Policy Work Health and Safety Policy

PURPOSE

We aim to ensure the protection and safety of all children, staff members, families, volunteers and visitors accessing the centre. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, staff, Approved Provider, Nominated Supervisor, management, volunteers and visitors of the Service.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

As part of our Risk Management process, our centre *may* introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our Delivery of children and collection from Education and Care Service Premises Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

- that obligations under the *Education and Care Services Victorian Law and Victorian Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of this *Delivery of Children to, and Collection from an Education and Care Service Premises Policy*
- parent access to the Service is refused if allowing access poses a risk to a child or staff member, or would conflict with any duty of the provider, educator under the Law or permitting entry would contravene a court order
- adequate supervision is provided when children arrive and depart the service premises
- relevant educator to child ratios is adhered to at all times
- educators are aware of how to maintain attendance records, either electronically or by written authorisation
- if electronic means are unavailable, educators are aware of how to record written attendance records
- accurate attendance records are kept
- attendance records are kept for a period of 7 years after the child's last attendance at the Service, in accordance with Family Assistance Law and *Record Keeping and Retention Policy*
- children only leave the education and care premises in the care of a parent /guardian or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the Service including the name, address and contact details of
    - any emergency contacts
    - any authorised nominee
    - any person authorised to consent to medical treatment or administration of medication
    - any person authorised to give permission to the educator to take the child off the premises

  - any person who is authorised to authorize the education and care service to transport the child or arrange transportation
  - details of any court order, parenting orders or parenting plan
  - authorisations for the service to take the child on regular outings
  - authorisations for the service to take the child on regular transportation
  - any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours to licensed.childrens.services@education.vic.gov.au
- critical reflection on the incident is conducted with staff and educators to inform required changes to policy, procedures, practices (including supervision) and risk assessments
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

ARRIVAL AT SERVICE

- all children need to be signed in by an authorised person via the centre tablet. This signing in of a child is verification of the accuracy of the attendance record. Information included on the register includes the child's name, the date and time they arrive and the signature of the person dropping off the child
- the parent/authorised nominee can also advise staff who will be collecting the child/children
- families will be reminded to sign their child/children into the centre immediately upon arrival
- If insinuating circumstances occur eg physically not able and the signature of the person who delivers or collects the child cannot be obtained, Victorian Regulations require the Nominated Supervisor or educator to sign the child in
- tablets/attendance records are to be used as a record in the case of an emergency to account for all children present at the Service
- children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building
- a child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child

- the educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- in order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- a locker or shelf space will be made available to children and their families to store their belongings
- should families require longer conversations regarding their child's care, please arrange an appropriate time.
- in the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Manager stating that one parent has sole custody and responsibility.

DEPARTURE FROM THE SERVICE

- Children may only leave the centre premises if the child:
    - leaves in accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record; or
    - is taken on an excursion or on transportation provided or arranged by the service with the written authorisation of the child's parent or authorised nominee; or
    - is given into the care of a person or taken outside the premises; or
    - because the child requires medical, hospital or ambulance care or treatment; or
    - because of another emergency (evacuation due to bush fire, flood, severe storm)
- in the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service by email.
- parents/guardians are to advise their child's educator if someone different is picking up their child. This person is to be named on the enrolment form or added in writing to management as an authorised person for the child.
- written authorisation must be obtained prior to an authorised nominee or authorised person collecting the child, verbal authorisation will not be accepted
- photo identification must be sighted by a staff member before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form

- all children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our centre via the table which includes each child's name, date and time they depart. If the signature of the person who delivers or collects the child cannot be reasonably obtained, they will be signed out by the nominated supervisor or educator.
- parents/guardians or authorised person are requested to arrive to collect their child/children by the end of the session.
- no child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the centre
- in the case of a particular person (including a biological parent) being denied access to a child, the centre requires a written notice (court order) from a court of law.
    - educators will attempt to prevent that person from entering the centre and taking the child however, the safety of other children and educators must be considered.
    - educators will not be expected to physically prevent any person from leaving the centre
    - in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
    - where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the service.
    - a court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, all parents and family members must use their own phone number and code when signing in and out.
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours via email
- Nominated Supervisor/Responsible Person will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 18 to collect children
- if the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
    - discuss their concerns with the person, without the child being present if possible, and
    - suggest they contact another parent or authorised nominee to collect the child
    - follow procedures to protect the safety of children and staff of the education and care centre as per Child Protection Law and Child Protection Policy
    - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)

    - if an authorisation to collect a child is refused by the centre, it is best practice to document the actions for evidence to authorities
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the centre closes
- children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency Evacuation Policy*
- details of absences during the day will be recorded.

VISITORS

Our Service will ensure no child or children are left alone with a visitor, student or volunteer.

- To ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Service must sign in when they arrive at the service and sign out when they leave
- Visitors who may come into direct contact with children are required to submit their Working with Children Check to be verified by the approved provider
- Contractors sent by Frankston City Council (FCC) will have been checked prior by FCC
- Contractors entering the Child Care Program will be required to show WWCC and sign in via the OWNA App.
- Visitors will remain under the direct supervision of the approved provider, nominated supervisor, responsible person or educator at all times whilst at the Service.

LATE COLLECTION OF CHILDREN

- if there are children still present at the Service upon closing, a minimum of two educators (or one educator and one admin staff member) remain in the childcare room until all children are collected.
- instruction to parents; "*Please remember that our educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of $3.00 per minute or part thereof will be charged*
- if parents/guardians know that they are going to be late, they must notify the centre. If possible, they should make arrangements for someone else to collect their child.
- if they have not arrived by the end of session the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.

- due to licensing and insurance purposes, if by end of session neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities
- if the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the centre will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- where families are continually late to collect children, a *Late Collection of Children letter* will be presented to parents/guardians
- should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Authorisation Form Alternative Authorisation Form Children's Arrival and Departure Procedure Late Collection of Child Letter	Late Delivery of a Child Letter Safe Travel Agreement Form Refusal of Authorisation Register Visitor sign in sign out record

CONTINUOUS IMPROVEMENT/REFLECTION

- The *Delivery of children to, and collection from Education and Care Service Policy* will be evaluated and reviewed on a biennial basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

SOURCES

- Australian Children's Education & Care Quality Authority. (2025). *Guide to the National Quality Framework*
- Australian Children's Education & Care Quality Authority (ACECQA). 2023. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.
- Australian Government Department of Education. *Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022*
- Early Childhood Australia Code of Ethics. (2016).
- Children (Education and Care Services) National Law (NSW) (For NSW Services only)
- Education and Care Services National Law Act 2010.
- Education and Care Services National Regulations. (Amended 2025)
- National Health and Medical Research Council. (2024). *Staying Healthy: preventing infectious diseases in early*
- *childhood education and care services* (6th Ed.). NHMRC. Canberra.
- Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY:	Carol Hopkins	CSO	April 2026
POLICY REVIEWED	April 2026	Next Renewal Date	April 2028
VERSION NUMBER	V4 04.26		
MODIFICATIONS	• policy review • minor edits- attendance records • sources updated as required		
APPROVED BY	Tania Bernardo		

POLICY REVIEWED BY:	Carol Hopkins	CSO	April 2024
POLICY REVIEWED	April 2024	Next Renewal Date	April 2026
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APPROVED BY			
POLICY REVIEWED BY:	Carol Hopkins	CSO	April 2023
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APPROVED BY			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		REVIEW DATE
POLICY REVIEWED BY:	Carol Hopkins	CSO	December 2022
POLICY REVIEWED	December 2022	Next Renewal Date	MAY 2023
MODIFICATIONS	New Policy		
APPROVED BY			
POLICY REVIEWED	PREVIOUS MODIFICATIONS		REVIEW DATE

Signature _____ *Date_15__/_04__/_2026__*