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 Out of School Hours Care (OSHC) Service for before and after school care, and vacation care. 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 OSHC Service, our *Delivery of children to 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 is 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 LAW AND 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
175	Prescribed information to be notified to the regulatory authority

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

PURPOSE

We aim to ensure the protection and safety of all children, staff members, and families accessing the OSHC Service. 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, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

Our OSHC Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators, educator assistants and staff implement these.

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

- that obligations under the *Education and Care Services National Law and National 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*
- a risk assessment is conducted in conjunction at least once every 12 months, to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between our OSHC Service and any other service which provides education and care to children (See: *Safe Arrival of Children Policy*)
- parent access to the OSHC 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 OSHC 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 or authorised person or in accordance with written authorisation as per Reg. 99
- enrolment records are kept for each child enrolled in the OSHC 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 authorise the education and care service to transport the child or arrange transportation of the child
    - 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 (ASCIA) 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 through the NQA IT System
- 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. Note: the signing in of a child is verification of the accuracy of the attendance record. Information required on the register includes the child's name, the date and time and the signature of the person dropping off the child
- the parent/authorised nominee must also advise staff who will be collecting the child/children
- families will be reminded to sign their child/children into the OSHC Service and will be encouraged to do so immediately upon arrival to avoid forgetting
- if the signature of the person who delivers or collects the child cannot be reasonably obtained, National Regulations require the nominated supervisor or an educator to sign the child in
- sign in sheets/attendance records are to be used as a record in the case of an emergency to account for all children
- 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

- 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 nominated supervisor stating that one parent has sole custody and responsibility.

DELIVERY TO SCHOOL

Educators and staff will:

- implement procedures for the safe handover of children between our OSHC Service and an educational facility as per our *Safe Arrival of Children Policy* and procedure
- ensure documentation is correctly and clearly communicated with all stakeholders
- accurate attendance records are kept up to date recording:
    - the time and date children arrive and depart the OSHC Service
    - the signature of the person who has collected or delivered the child to our OSHC Service
- follow the *Safe Arrival of Children Policy* at all times if traveling between our OSHC Service and another education facility
- ensure families complete a *Safe Travel Agreement Form* prior to children travelling between our OSHC Service and an educational facility
- will be signed out of the OSHC Service and escorted to the designated before-school play area where the teacher on playground duty will be advised of their arrival.

ABSENT OR MISSING CHILDREN

- parents must advise the OSHC Service staff as early as possible of their child/children's absence from school
- if a child has not arrived at the OSHC Service and the parent has not contacted the OSHC Service to advise of the child/children's absence 15 minutes prior to children being escorted to school, an educator will contact the parent to clarify and confirm the situation
- if a child is collected from the school early due to illness or other reasons the parent must notify the OSHC Service, using the service's telephone message bank if the service is unattended
- if a child does not arrive at the OSHC Service at the expected time an educator will:
    - check the *Safe Travel Agreement Form* and any communication from the family if the child does not arrive at our OSHC Service at the pre-determined time
    - contact the educational facility and confirm the child left the educational facility at the arranged time
    - contact the parents or authorised nominee to determine the location of the child
    - contact the nominated supervisor/responsible person to advise of the situation

- where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
- liaise with Police, emergency services and parents as required
- contact the school principal or delegate
- *if the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know*
- complete an incident, injury, trauma and accident record as soon as possible.

MISSING CHILDREN

If a child is considered missing, an educator or staff member will:

- Contact the police by dialling 000
- Contact the child's parents
- Contact the school to inform them of the missing child
- Ensure that other children waiting to be transported to the OSHC Service remain appropriately supervised
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident.

DEPARTURE FROM OSHC SERVICE

- Children may only leave the OSHC Service premises if the child leaves:
  - in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
  - taken on an excursion or on transportation provided or arranged by the OSHC Service with the written authorisation of the child's parent or authorised nominee; or
  - given into the care of a person or taken outside the premises 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, where the parent/guardian or a previously authorised nominee 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 OSHC Service (email, text, or letter).
- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to Management as an authorised nominee 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 primary contact educator 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-authorised nominee) when the child is collected from our OSHC Service including 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.
- children must be signed out on the same sheet that they were signed in on
- parents/guardians are required to arrive to collect their child/children by 6.00 pm
- 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 OSHC Service
- in the case of a particular person (including a biological parent) being denied access to a child, the service requires a written notice (court order) from a court of law.
    - educators will attempt to prevent that person from entering the service 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 Service
    - 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
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQA IT System
- 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 service 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 Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Register*)

- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms and sheds to ensure that no child remains on the premises after the service closes
- children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency and Evacuation Policy*
- authorisation will be obtained from parents/guardians for children to participate in emergency evacuation rehearsals that are located off-site
- details of absences during the day will be recorded.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of Vacation Care, policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service* sections within this policy.

VISITORS

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

- 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 parents/guardians know that they are going to be late, they must notify the OSHC Service. If possible, they should make arrangements for someone else to collect their child
- if they have not arrived by 6:00 pm 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
- late collection fees may be charged if a child
- due to licensing and insurance purposes, if by 6 pm neither the parent or any of the authorised contacts 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 OSHC Service notifying parents/guardian of the child's whereabouts. If this occurs, the OSHC

Service 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	Late Delivery of a Child Letter
Alternative Authorisation Form	Refusal of Authorisation Register
Children's Arrival and Departure Procedure	Safe Travel Agreement Form
Late Collection of Child Letter	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 an annual 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. *My Time, Our Place- Framework for School Age Care in Australia. V2.0, 2022*
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Early Childhood Australia Code of Ethics. (2016).
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

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POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
DECEMBER 2024	• annual policy maintenance- (moved from January to December) • minor formatting edits within policy • sources checked for currency and updated as required	DECEMBER 2025