

ECEC Policy 14

Delivery of children to and collection from Education and Care Service Premises

Approval
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Controlled Document

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Statement

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 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 also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

Purpose

We aim to ensure the protection and safety of all children, staff members, and families accessing the 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.

Paramountcy

The safety, health and wellbeing of children is the paramount consideration in all aspects of this policy and associated procedures.

All decisions, actions and practices relating to the delivery and collection of children will prioritise the protection of children from harm and hazard. Where there is any conflict between the safety of a child and the requests or expectations of families or other individuals, the safety and best interests of the child will take precedence.

Educators, staff and management will exercise their duty of care and professional judgement at all times to ensure children are safeguarded during arrival and departure from the Service.

Scope

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, management, students, volunteers and visitors of the Service.

Implementation

Our 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 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 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 Service and any other service which provides education and care to children (See: *Safe Arrival of Children 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
- a child is deemed to be in the care of the Service from the point at which they are signed in by an educator/parent or authorised person, and the service has formally accepted responsibility for the child
- 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
- educators will regularly review attendance records to ensure accuracy at all times
- 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 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 or risk minimisation plan
- families are requested to provide at least two authorised nominees for the collection of their child to support safe collection practices in emergency situations
- 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 the Service

- all children need to be signed in by an authorised person. The signing in of a child is verification of the accuracy of the attendance record. Information required on the record 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 must also advise staff who will be collecting the child/children
- families will be reminded to sign their child/children into the Service via Xplor and will be encouraged to do so immediately upon arrival
- if the signature of the person who delivers or collects the child cannot be reasonably obtained, National Regulations require the nominated supervisor or educator to sign the child in
- 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
- 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
- a locker/shelf space/bag area will be made available to children and their families. This space is for your child to identify where their belongings are stored
- In the case of separated families, each parent or person with parental responsibility may nominate authorised persons to collect their child, unless otherwise restricted by a current court order, parenting order or parenting plan provided to the Service. The Service will act in accordance with any court orders provided and will not restrict a parent's lawful authority to collect or make decisions regarding their child unless such documentation is in place
- Early Learning Centre: if a child has not arrived for their booked attendance and no notification has been received, the child will be marked as absent for the day and an educator will contact the family to confirm their status and ensure their wellbeing

Delivery to School by OSHC Staff for Before School Care

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 date and time children arrive and depart the Service
 - the signature of the person delivering the child to the Service, where applicable

- the signature of the person collecting the child from the Service, where applicable
- where children are delivered to or collected from another service (e.g. school), the educator will record the time of departure or arrival and complete the attendance record
- follow the *Safe Arrival of Children Policy* at all times if traveling between our OSHC Service and another education facility
- ensure children are signed out of the OSHC Service and remain appropriately supervised during transition to school, including:
 - escorting children to designated areas where required (e.g. school lines or supervised locations), or
 - releasing children into an approved supervised school environment
- educators will ensure that responsibility for the child is transferred in accordance with the school's procedures and the child's age and individual needs

School Pickup by OSHC Staff for After School Care

School Pickup procedures may vary at each school.

- Nominated Supervisors/Coordinators will liaise with classroom teachers and parents to determine specific collection procedures for that school and individual children. This may include collection of kindergarten children from their classrooms, collection of children on their first day or collection of children with other individual needs
- Parents and teachers are advised to encourage child(ren) to go to the onsite OSHC collection point as soon as school has finished for the day

Absent or Missing Children

- Families are required to notify the Service if their child will be absent or if there are any changes to their child's attendance arrangements.
- Where a child is expected to attend and has not arrived, the Service will take reasonable steps to confirm the child's whereabouts, including contacting the parent/guardian.
- For OSHC services, families must advise the Service as early as possible if their child will be absent from school or collected early. If a child does not arrive at the OSHC Service as expected and no notification has been received, educators will contact the parent/guardian to clarify the child's whereabouts.
- If a child is unaccounted for or considered missing, educators will act immediately to ensure the child's safety, including notifying families and relevant authorities, and following the *Children's Arrival and Departure Procedure* and *Serious Incident procedures*.

Departure from the Service

- As per Regulation 99 - Children may only leave the Service 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

- 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
 - 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, (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 (email, text or letter).
- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and in writing (via Xplor, text message or email). This person is to be named on the enrolment form or added in writing as an authorised nominee or authorised person for the child.
 - photo identification must be sighted by an educator if the authorised nominee is unknown to staff, before the child is released. Educators will check that the name on the identification matches the authorised nominee or authorised person listed on the child's enrolment record. If identification cannot be provided or the identity cannot be verified, the child will not be released and the parent/guardian will be contacted immediately
 - all children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our 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
 - parents/guardians or authorised person are required to arrive to collect their child/children by closing time
 - both parents have lawful authority to collect their child unless a current court order, parenting order or parenting plan restricting access is provided to the Service
 - 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 Service
 - In the case of a person (including a parent) being denied access to a child, the Service requires a current court order or legal documentation outlining restrictions. The Service will comply with all court orders and legal documentation provided and will prioritise the safety and wellbeing of the child at all times
 - Educators will not release a child to a person where this would breach a court order or where there are concerns for the safety of the child. The safety of children, educators and others at the Service will be prioritised in all situations

- 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](#)
- 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 emergency contacts/authorised nominees under the age of 16 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 follow the *Children's Arrival and Departure Procedure (Health And Safety Considerations)*
- where an authorisation to collect a child is refused, educators will follow Service procedures to ensure the child's safety, communicate with the parent/guardian as required, and document the situation including actions taken and outcomes (see *Acceptance and Refusal Authorisation Policy*)
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots (where applicable), and storage 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 Evacuation Policy*
- authorisation will be obtained on enrolment 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.

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. 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, it is best practice to ensure a minimum of two educators remain until all children are collected.
- if parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child

- if a parent/guardian has not arrived by closing time, the Service will follow the steps outlined in the *Children's Arrival and Departure Procedure*
- late collection fees will be charged for late collection of children
- the Service reserves the right to terminate a child's enrolment due to continual late-collection

Consequences of Policy Violations:

Violations of this policy may result in disciplinary action, up to and including termination of employment or contract. The severity of the consequences will depend on the nature and impact of the violation, as determined by CatholicCare Wollongong. People and Culture will review each case individually to determine appropriate actions based on the circumstances.

Related policies

Acceptance and Refusal Authorisation Policy	Incident, Injury, Trauma and Illness Policy
Administration of Medication Policy	Enrolment Policy
CatholicCare Child Safeguarding Policies	Safe Arrival of Children Policy
CatholicCare Code of Ethics and Conduct	Safe Use of Digital Technologies and Online
Emergency and Evacuation Policy	Environments Policy

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	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
	Child safety and protection	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.

Relevant Legislation

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
S162 (A)	Child protection training

S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	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

Family Assistance Law – Incorporating all related legislation as identified within the [Child Care Provider Handbook](#)

Induction and ongoing training

Induction and ongoing training will be implemented on commencement and during staff meetings as required, focusing on this policy and related procedures. Information will be

shared with relief/ casual educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

Sources

- Australian Children's Education & Care Quality Authority. (2026). [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](#)
- Australian Government Department of Education. [My Time, Our Place- Framework for School Age Care in Australia. V2.0, 2022](#)
- 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)

Policy created/ Reviewed

Date	Major, Minor or Administrative	Description of Revision(s)
June 2026	Major	New Policy. This policy replaces 'EC Policy 10 Delivery and Collection of Children from the Service'

Monitoring, Evaluation and Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or modifications to ensure compliance with legislative and standard requirements will be communicated to all employees, contractors, and representatives of CatholicCare Wollongong.

Other situations may include:

- Following an incident, to identify gaps and strengthen data protection measures.
- adoption of new tools or systems.
- mergers, restructuring, or shifts in services that impact on current processes.
- As part of routine evaluations to ensure policies remain effective and aligned with best practices.
- If client/s provide feedback or complaints, prompting a review for improvement.
- When inefficiencies or errors are identified.

The agency will formally review this Policy every three years as part of the policy's known life cycle period.