

Background

Services and parents have a shared responsibility to ensure the safety and wellbeing of each enrolled child entering and leaving the premises.

During the times when parents are delivering and collecting their children, educators and parents' attention is momentarily diverted from the children by other tasks such as exchanging information and completing attendance records. When children arrive, educators also have the task of greeting and settling them. When children leave, educators must ensure that the children are returned into the care of an authorised person.

Policy statement

This policy outlines the Service's requirement for the delivery and collection of children to ensure that the safety, security and wellbeing of the children entrusted to its care are given the highest priority.

Strategies and practices

Delivery

1. The person who delivers a child to the Service signs the child in using the kiosk registering the persons name and the time of drop off. Educators regularly check that all children present in the Service have been signed in. If a child is present but not signed in, the educator signs for that child, noting the time, because in the event of an emergency evacuation or lock down, the sign in records are used to account for all children in the Service. The parent is asked to confirm the attendance when they collect the child.
2. If the family is to receive Child Care Subsidy, the parents are required to be the signatory on all occasions or to confirm any past instance where they were not.
3. The person delivering the child is to place the child into the care of an educator and this action be acknowledged before leaving the Service.
4. Children who are absent for the day will be marked as "absent" by the Nominated Supervisor. Parents in receipt of Child Care Subsidy are to confirm the entry.
5. Educators use the kiosk to check that all children signed in are present throughout the day.

Collection

6. Parents complete a new enrolment form each year. Details of authorised nominees are included on the form and parents are asked to inform the Service immediately of any change.
7. Children will only be given into the care of; a parent of the child; an authorised nominee detailed in the child's enrolment record; or, to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.

8. Children are not given into the care of a parent who is prohibited by a court order from having contact with the child.
9. No child is released into the care of any person not known to the educators without photo identification and written permission from the parent.
10. The person who collects the child from the Service signs out using the kiosk registering the person's name and the time of collection.
11. Educators regularly check that all children who have been collected by their parents have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the Service safely, educators sign the child out as soon as the issue is noted. Parents will be reminded, when the child next attends, to confirm the entry.
12. If it is discovered that a child is **not** in the Service, **not** signed out, and educators are **unsure** of their departure (i.e. missing), the family will be contacted immediately to confirm the child's whereabouts. If the child is not in the family's care, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours.
13. If a child has been removed from the service in a manner that contravenes the National Regulations or is mistakenly locked in or locked out of the Service's premises or any part of the premises, the Service will seek immediate advice from the Police then notify the Regulatory Authority within 24 hours of a serious incident (Section 174(2)(a) and Regulation 176(2)(a).
14. At the end of each day, educators must check all beds, cots and the premises including outdoors and indoors to ensure that no child remains on the premises after the Service closes.
15. Parents must give prior notice where the person collecting the child is someone other than an authorised nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification.
16. In the event of an emergency (e.g. illness of a parent, car breakdown), it may be necessary for the parent to notify the Service verbally that a person other than an authorised nominee will collect the child. If this occurs, the Service will record the date, time and content of the conversation with the parent and the name of the staff member who engaged in that conversation. A second staff member must verify the verbal request. The Service will also require photo identification of the person collecting the child before the child is released. A photocopy of the photo identification is taken and reference to that photo identification is recorded. A staff member will sign the child out using the kiosk and the parent is required to confirm on the next day of attendance.
17. Parents are to advise the Nominated Supervisor or the educators in their child's room on any occasion an authorised nominee will be collecting the child. If this does not occur, and educators cannot contact the parent to confirm the arrangement, the child will not be released into the care of that nominee.
18. If the person collecting the child appears intoxicated, or under the influence of drugs, and educators consider that person unfit to take responsibility for the child, the educators are to draw it to the person's attention and attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present.

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If the person insists on taking the child, educators are to immediately contact the police and provide them with the person's name and vehicle registration number. The educator is then to complete a Collection Concern Form which is then placed on the child's file.

19. Children may be escorted from the premises in the event of an emergency, and for excursions where parents have given prior written permission.

Additional safe practices for babies

- To ensure that critical information required to meet the baby's needs on any given day is obtained from the person bringing the baby to the Service.
- To communicate to the person collecting the child any critical information required to ensure the baby's continued wellbeing and needs can be met.

Responsibilities of parents

- To sign in and out using the centre kiosk when delivering and collecting their child/ren.
- To ensure the details of authorised nominees on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the Service's requirements (e.g. photo ID) when they collect a child.

Procedure and forms

- Collection Concern Form
- Child Collection Procedure
- Missing Child Procedure
- Acceptance and Refusal Procedure

Links to other policies

- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Children's attendance record to be kept by approved provider
	168	Education and care service must have policies and procedures
	176	Time to notify certain information to Regulatory Authority

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
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6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service

Sources

- Guide to the National Quality Framework (ACECQA, 2020)
- Education and Care Services National Regulations (current as of 2025)
- Australian Children's Education & Care Quality Authority: <https://www.acecqa.gov.au> (accessed 23 June 2025)
- ACECQA. National Quality Framework: <https://www.acecqa.gov.au/nqf/about> (accessed 23 June 2025)

Further reading and useful websites

- Early Childhood Australia. Legal issues: Who can collect a child from childcare?
<https://www.earlychildhoodaustralia.org.au/our-publications/every-child-magazine/every-child-index/every-child-vol-17-1-2011/can-collect-child-child-care-legal-issues-child-care/> (accessed 23 June 2025)

Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	6 February 2019	Kaylene Harper	Policy reviewed. Sources and further readings accessed and updated.	February 2020
3	29 January 2020	Kaylene Harper	Policy reviewed. Sources and further readings accessed and updated.	January 2021
4	25 September 2020	Kaylene Harper	Policy reviewed. Sources and further readings accessed and updated.	September 2021
5	18 February 2021	Kaylene Harper	Policy reviewed.	February 2022
6	16 February 2022	Tiffany Boeske	Policy reviewed.	February 2023
7	10 February 2023	Tiffany Boeske	Policy reviewed.	February 2024
8	13 February 2024	Tiffany Boeske	Policy reviewed.	February 2025
9	23 June 2025	Gen Mahaki	Annual policy review aligned with current NQF; sources and further reading updated.	June 2026