

DELIVERY AND COLLECTION OF CHILDREN

QUALITY AREA 2



PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Thomastown West Kindergarten by ensuring:

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- Children are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
- Children are 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



POLICY STATEMENT

VALUES

Thomastown West Kindergarten is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all Thomastown West Kindergarten policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the service
- ensuring that service leaders, ECT's, educators and staff are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises
- meeting its duty of care obligations under the law

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of Thomastown West Kindergarten, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <i>Delivery and Collection of Children policy</i> and procedures	R				
Ensuring that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection	R				
Ensuring parents/guardians have completed the authorised nominee (<i>refer to Definitions</i>) section of their child's enrolment form, and that the form is signed and dated (<i>refer to Enrolment and Orientation Policy</i>) <i>Regulation 160, 161</i>	R	<input type="checkbox"/>		<input type="checkbox"/>	
Providing an attendance record (<i>refer to Definitions</i>) that meets the requirements of <i>Regulation 158(1)</i> and ensure the arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day	R	R			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/guardian, authorised nominee, nominated supervisor or an educator,	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

detailing the child's time of arrival and departure from the service (<i>Regulation 158(1)</i>)					
Ensuring the appropriate risk assessments are completed and all relevant actions are undertaken in relation to the period during which children are travelling between the education and care service and any other service which provides education or care to children	R	√			
Developing safety procedures for the mass arrival and departure of children from the service	R	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuring educators and parents are aware that their child has arrived at/been collected from the service and to have procedures in place to ensure this process			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring that an enrolment record is kept for each child which contains the information set out in <i>Regulations 160 and 161</i> , including authorisations from families	R	√			
Ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these (<i>refer to Attachment 2</i>) or in the case of a medical or other emergency (<i>Regulation 99</i>) (<i>refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Refusing to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is no written authorisation of one of these (<i>refer to Attachment 2</i>) (<i>refer also to Acceptance and Refusal of Authorisations Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Ensuring a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee (<i>refer to Excursions and Service Events Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring authorisation procedures are in place for excursions, regular outings and other service events (<i>refer to Excursions and Service Events Policy</i>), including the authorisation for transporting children (<i>Regulation 102D</i>)	R	R	<input type="checkbox"/>		
Ensuring that there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency (<i>refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i>)	R	<input type="checkbox"/>			
Implementing the authorisation procedures outlined in <i>Attachment 1</i> in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child	R	<input type="checkbox"/>			
Ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed (<i>refer to Attachment 1</i>)	R	<input type="checkbox"/>			
Following the authorisation procedures (<i>refer to Attachment 1</i>) and contacting the parents/guardians or authorised nominees if an unauthorised person arrives to collect a child from the service	R	<input type="checkbox"/>			
Following the procedures to ensure the safe collection of children (<i>refer to Attachment 3</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Following procedures in the event that an inappropriate person (<i>refer to Definitions</i>) attempts to collect a child from the service (<i>refer to Attachment 3</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Informing the approved provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person (<i>refer to Definitions</i>)		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Keeping a written record of all visitors to the service, including time of arrival and departure	R	<input type="checkbox"/>	<input type="checkbox"/>		
Ensuring procedures are in place for the care of a child who has not been collected from the service on time (<i>refer to Attachment 4</i>)	R	<input type="checkbox"/>			
Following procedures for the late collection of children (<i>refer to Attachment 4</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collecting their child on time at the end of each session/day				<input type="checkbox"/>	
Alerting the service if they are likely to be late collecting their child				<input type="checkbox"/>	
Paying a late-collection fee if required by the service's <i>Fees Policy</i>				<input type="checkbox"/>	
Ensuring the educator-to-child ratios are maintained at all times children are in attendance at the service (including when children are collected late from the service) according to the requirements of <i>Regulations 122, 123 and 360</i> (<i>refer also to Supervision of Children Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensuring that the response meets all regulatory requirements, including implementing the <i>Incident, injury, trauma and illness policy</i> (<i>Regulations 86 and 87</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

Ensuring children are adequately supervised at all times (<i>refer to Supervision of Children Policy</i>)	R	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Supervising their own child before signing them into the program and after they have signed them out of the program				<input type="checkbox"/>	
Supervising other children in their care, including siblings, while attending or assisting at the service				<input type="checkbox"/>	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notifying DE in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident (<i>refer to Definitions</i>), including when a child has left the service unattended by an adult or with an unauthorised person (<i>Regulations 12, 86, 176</i>)	R	<input type="checkbox"/>			
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	<input type="checkbox"/>			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displaying an up-to-date list of the telephone numbers of the approved provider, DE, Orange Door, DFFH Child Protection Service and the local police station	R	<input type="checkbox"/>			



BACKGROUND AND LEGISLATION

BACKGROUND

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian (*refer to Supervision of Children Policy*).

The child may only leave the service in the care of a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent who is prohibited by a court/parenting order from having contact with the child. An exception is made in the event of a medical or other emergency (*refer to Incident, Injury, Trauma and Illness Policy and Emergency and Evacuation Policy*) and for excursions (*refer to Excursions and Service Events Policy*).

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to determine if a person under the age of 18 is able to be an authorised nominee and, if so, what constitutes the minimum acceptable age at that service.

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Family Law Act 1975 (Cth)
- National Quality Standard, Quality Area 2: Children's Health and Safety

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Inappropriate person: A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g. a person under the influence of drugs or alcohol (National Law: Section 171(3)).

Unauthorised person: (in relation to this policy) is any person who has not been listed as an authorised nominee on the child's enrolment form.



SOURCES AND RELATED POLICIES

SOURCES

- Australian Children's Education and Care Quality Authority (ACECQA): www.acecqa.gov.au
- Department of Education (DE) Licensed Children's Services, phone 1300 307 415 or email licensed.childrens.services@edumail.vic.gov.au

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Child Safe Environment and Wellbeing
- Dealing with Medical Conditions
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions and Service Events
- Fees
- Incident, Injury, Trauma and Illness
- Privacy and Confidentiality
- Road Safety Education and Safe Transport
- Supervision of Children

EVALUATION



In order to assess whether the values and purposes of the policy have been achieved, the approved provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).



ATTACHMENTS

- Attachment 1: Authorisation procedures
- Attachment 2: Authorisation Form
- Attachment 3: Procedures to ensure the safe collection of children
- Attachment 4: Procedures for the late collection of children

AUTHORISATION



This policy was adopted by the approved provider of Thomastown West Kindergarten on 18th August 2025

REVIEW DATE: AUGUST 2027