Delivery of Children to, and Collection from, Education and Care Service Premises

(Sourced: *Child Protection Protocol, The Child Safety Standards,* National Quality Framework and The Education and Care Services National Regulations, ACECQA Policy and Procedure Guidelines Delivery of children to, and collection from, education and care premises March 2026)

Policy Statement

This service is committed to:

- the safe and orderly delivery and collection of children being cared for by the service.
- fulfilling its duty of care to all children.
- encouraging families to deliver and collect their child/children on time, from the centre.
- recouping all additional costs incurred (in the form of a late collection fee) due to the late collection of a child by the parent/guardian or authorised collection person.
- complying with all legislative requirements.

This policy applies to all staff, volunteers, parents/guardians and children who attend Snuggles Early Learning Centre.

Snuggles Early Learning Centre considers the safety, rights and best interests of children as the paramount consideration when developing policies and procedures.

Policy Background

This policy and procedure has been created to safeguard children during their delivery to, and collection from, the service premises by providing clear guidelines for parents/guardians/authorised persons, and staff in relation to the responsibilities that relate to the delivery and collection of children at the centre.

Staffing and ratio requirements are maintained in order to support the delivery and collection policy. Additional supervision is supported as per centre requirements.

Legislative Requirements

The incident, injury, trauma and illness policy is consistent with, and refer to, the following legislative requirements.

Section/Regulation	Description
Section 2A	Paramount consideration - safety, rights and best interests of children
Section 165	Offence to inadequately supervise children
Section 167	Offence relating to protection of children from harm and hazards
Section 170	Offence relating to unauthorised persons on education and care service premises (applies to an education and care service operating in a participating jurisdiction that has a working with children law)
Regulation 86	Notification to parents of incident, injury, trauma and illness

Regulation 87	Incident, injury, trauma and illness record
Regulation 99	Children leaving the education and care service premises
Regulation 100	Risk assessment must be conducted before excursion
Regulation 101	Conduct of risk assessment for excursion
Regulation 102	Authorisation for excursions
Regulation 102AAB	Safe arrival of children policies and procedures
Regulation 102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
Regulation 102A	Application of Division
Regulation 102B	Transport risk assessment must be conducted before service transports child
Regulation 102C	Conduct of risk assessment for transporting children by the education and care service
Regulation 102D	Authorisation for service to transport children
Regulation 122	Educators must be working directly with children to be included in ratios
Regulation 123	Educator to child ratios – centre-based services
Regulation 157	Access for parents
Regulation 158	Children's attendance record to be kept by approved provider
Regulation 161	Authorisations to be kept in enrolment record
Regulation 168	Education and care services must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures

Principles to inform your policy

- The safety, health and wellbeing of the children at our service is paramount. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the service.
- We value and respect our families' decisions about their children. This includes decisions about the people authorised to collect their children from the service premises.
- We acknowledge the important role played by our service leaders, educators and staff. They 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.

Key Terms

The definitions to some key terms used in the document are as follow:

Term	Meaning	Source
Authorised nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator.	National Law (Section 170)
Authorised person	Means: (a) a person who holds a current WWCC [working with children check, or equivalent]; or (b) a family member of a child who is being educated and cared for by the service or the FDC educator; or (c) an authorised nominee of a family member of a child who is being educated and cared for by the service or the FDC educator; or (d) in the case of an emergency, medical personnel or emergency service personnel; or (e) a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].	National Law (Section 170)
Enrolment record	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. The record must include: ● full name, date of birth and address of the child ● the name, address and contact details of ○ each known parent of the child ○ any emergency contact ○ 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 orders, parenting orders or parenting plan ● gender of the child ● language used in the child's home	National Regulations (Regulations 102, 102D, 160–162) Guide to the NQF (Management of records – Children's enrolment record)

	• cultural background of the child and their parents
	• any special considerations for the child, such as cultural, dietary or religious requirements or additional needs
	• authorisations for:
	  ○ the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child
	  ○ the service to take the child on regular outings
	  ○ regular transportation of the child
	• name, address and telephone number of the child's registered medical practitioner or medical service • medicare number (if available)
	• details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis
	• dietary restriction
	• immunisation status
	• if the approved provider or a staff member has sighted a child health record, a notation to that effect.	

Delivery	Delivery of the child at the service begins once the child and parent/guardian or carer arrive on the premises and parent/guardian or carer enters the time and signs the Sign In and Out Sheets/KIOSK, or when the parent/guardian or carer leaves the child at the service.	
Collection of the child	Collection of the child from the service occurs once the parent/guardian has entered the time and signed the Sign In and Out Sheets/KIOSK prior to their departure with the child from the premises or when the parent/guardian or carer leaves the premises with the child.	
Late Collection	When a parent/guardian or authorised person collects their child/children from the centre after the designated time for the centre to close.	

Sign In and Out Sheets	The sheets provided by the proprietor for the person who delivers and collects the child from the service, to sign and record the time of arrival and departure of each child being cared for or educated by the service. These documents must also be initialled by a staff member as the child leaves the centre.	
KIOSK	Sign in and out timed electronic device that updates QK	
Parent	In relation to a child, includes: A guardian of the child; A person who has parental responsibilities for the child under a decision or order of a court. For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.	
Late Collection Fee	A fee imposed by the Centre when a parent is late to collect their child/children from the centre.	

Procedures

Snuggles strives to protect the safety, health and well-being of children attending the service and we maintain the details of which persons are authorised to collect children from the service accurately to ensure that children are placed in the care of persons appropriate to collect them at the end of each day. These procedures are developed with the Child Safe Standards and risk management in mind.

Delivery of the child to the service

- The *Sign In and Out Sheet* /KIOSK is provided in each room on which parents/guardians or authorised persons must sign in the child/children on their delivery to the service and list the time of delivery.
- KIOSK sign in is located at the front desk and family grouping rooms and will be used to electronically record the time of entry and exit of all children enrolled at this service
- The staff will complete the sign in and out task on paper and electronically, if for any reason it is not completed by the parent/guardian or authorised person having first contacted the authorised nominee and confirmed pick up time and contact.
- Once the *Sign in and Out Sheet* / KIOSK has been signed and time of delivery entered by the parent/guardian or authorised person or the parent/guardian or authorised person leaves the service, the supervision of child(ren) on the premises becomes the responsibility of the staff members at the centre.
- The parent/guardian who delivers the child to the service must write the name of the person collecting their child on the *Sign In and Out Sheet* to inform staff in the room. If the person collecting a child is unknown to staff they must provide identification before the child will be allowed to leave the centre and they must also be listed on the child's contact list as an eligible authorised nominee to collect the child.

- Staff will only release a child into the care of an *Authorised nominee* whose details are listed on the child's enrolment form. **Any** changes to a child's *Authorised nominee and Collection list* once enrolled, must be made in writing using the *Changes to Authorised nominees form* housed at reception.
- Staff check daily the sign in sheet by 2.30pm to ensure an Authorised nominee is noted to pick up the child. If this is not the case, staff will make contact with an Authorised nominee to verify the pick up person and this will be witnessed by a second staff member.
- If in the event of an emergency where the Authorised nominee is unable to collect the child from the service, see Exceptional Circumstances below.

Collection from the service

- A Sign In and Out Sheet is provided in each room on which parents/guardians or authorised person will sign out their child/children on their collection from the service and list the time of collection.
- KIOSK sign in is located at the front desk and family grouping rooms and will be used to electronically record the time of entry and exit of all children enrolled at this service.
- The staff will complete this task if for any reason it is not completed by the parent/guardian or authorised person only after seeking verification from a staff member of who picked up the child and who saw that child leave.
- Once the Sign In and Out Sheet / KIOSK has been signed and the time of collection noted, the children's supervision is the responsibility of the parents/guardians or authorised person while they are still on the premises.
- Staff will only release a child to the parent/guardian, or an authorised person except in the case of exceptional circumstances. (see below) If staff are concerned that releasing a child to the parent/guardian, or authorised person could put the child at risk, they will seek an opinion from the Approved Provider/Nominated Supervisor or person responsible and in charge of the service, before making a decision.
- In accordance with Division 6 99(d)(i) In an emergency situation if a child requires medical hospital or ambulance care or treatment a child may be given to the care of such a person.

Exceptional Circumstances

If for any reason the person who has been nominated to collect the child from the centre is unable to collect the child, the Authorised nominee must inform the centre as soon as practicable and the centre staff will follow the procedure outlined below:

- Staff will record the request on the sign in/out sheet after reconfirming the request (which will may be witnessed by a second staff member) with the parent/guardian using the telephone numbers listed on the centre database – if we have not met the authorised person we will require them to carry identification that matches their database information or the information collected from the Authorised nominee.

- IF in the case that we can not make contact with the nominated pick up person on the sign in sheet and all reasonable attempts have been made to contact the person nominated for pick up on the sign in sheet, it is at the discretion of the responsible duty person, to allow the child to go with the person who has come to collect the child. A centre card with the director's mobile number will be given to the collection person for the person nominated originally on the pick up list to make contact at their first available opportunity.
- 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 order from having contact with the child.
- In the event of a medical or other emergency situation a parent, guardian, or emergency service provider for example, police, DHHS, child protection, may nominate an approved contact to collect the child from Snuggles.

Responsibility for children who accompany the parents/guardians or authorised person, but are not enrolled in the centre.

The supervision of children who accompany their parents/guardians or authorised person, but are not enrolled in the centre, is the responsibility of the parents/guardians or authorised person while they are on the premises.

Procedure in relation to the late collection of a child

After 6.30pm (the centre's closure time) where the parent/guardian or authorised person has not collected their child and has not notified the service that they will be late, the staff will:

- Attempt to contact the parents/guardians or authorised person of the child
- If they cannot be contacted by 6.45pm, staff will attempt to contact one of the emergency contacts nominated on the enrolment form.
- If contact is established, that person will be asked to collect the child by 7.15pm. Staff should ensure the person collecting the child has the correct safety restraints in their car.
- The person collecting the child will be required to provide identification.
- If contact can not be made with an emergency contact by 7pm, staff will contact the centre Approved Provider (or Nominated Supervisor)
- The Approved Provider will come to the centre (if not already) to review the situation and again attempt to make contact with the parents and emergency contacts.
- If by 7.30pm contact has not been made with either a parent or an emergency contact, staff will contact Police to inform them of the situation.
- If by 7.45pm no contact has been made, staff will also notify Police and Child Protective Services that two staff members will be staying overnight at the centre with the child. Two staff members must remain with the child at all times unless the child is released into the custody of the Police.
- If two staff cannot be located to stay overnight at the facility with the child, the child will be released into the custody of Police who will place the child with Child Protective Services.

- If staff are required to remain overnight with the child, the family will need to pay for staff wages and costs incurred by the centre.

Late Collection Fee

Please Note

- It is the responsibility of parent/guardian to collect their child (or ensure their child has been collected by an authorised person) or to telephone the centre if they are going to be late.
- Parents may make arrangements for an authorised person (whose details are recorded on the enrolment form) to pick up their child.
- A fee of $3.00 for every minute after 6.30pm will be charged to cover the wages of two staff members required to remain with the child.

The procedure for the recovery of a late fee is set out in the service's Fees Policy.

Links to other policies

This policy if related to the following policies:

- Providing a Child safe environment Policy
- Safe Use of Digital Technology and Online environments Policy
- Incident, injury, trauma and illness Policy
- Enrolment and orientation Policy
- Safe Transportation of children Policy
- Safe Arrival of Children Policy
- Emergency Evacuation Policy and Guidelines
- Governance and Management Policy
- Acceptance and Refusal of authorisations Policy
- Incursion and Excursion policy

Induction and Ongoing Training

Snuggles Early Learning Centre is committed to the ongoing training and development of our Educators. Professional development is offered to Educators regularly to support the development, health and wellbeing of children and to support our community. We regularly train staff on the EMP practices and drills.

Resources and Support

Related documents

- Fees Policy
- Education and Care Services National Regulations
- Enrolment records
- *Legal Aspects of Child Care* [Available from Victoria Legal Aid.
- *DET Children's Services Guide.*
- PROTECT *Orange Door*

Telephone numbers

DET Child Protection Services after hours toll free number – **131278**

Orange Door 1800 354 322

Police Emergency **000**

Mt Waverley Police Station 9888 3755

Glen Waverley Police Station 9566 1555

Policy Created/Reviewed

This review will be done in accordance with regulations.

Policy reviewed **August 2026**
Policy Review Date: **2027**