

Policy Statement

Our OSHC Service is committed to providing a safe and secure environment where children's arrival and departure are carefully managed in partnership with families. We recognise that delivery and collection times are key transition points in a child's day and require close attention to ensure children's wellbeing, accurate attendance records, and compliance with legal requirements. Children will only be released into the care of authorised persons, and clear procedures are in place to respond to late collection, unauthorised collection, absences, or emergencies. By maintaining strong communication with families and implementing consistent practices, our Service ensures that children are always accounted for and protected.

Background

Safe arrival and departure procedures are essential in protecting children from harm, supporting smooth transitions between home, school, and the OSHC Service, and meeting the legal responsibilities of the Service.

The **Education and Care Services National Law and Regulations (Regs. 99, 158–162, 168)** require that services maintain accurate attendance records and only release children to authorised individuals. In addition, the National Quality Standard (QA2 and QA7) emphasises children's safety, supervision, and wellbeing as central to service delivery.

This policy ensures that:

- Children are only released into safe and authorised care.
- Families understand and comply with arrival and departure procedures.
- Staff are trained to follow consistent, legally compliant practices.
- Risks are identified, minimised, and reviewed regularly.
- Incidents are managed promptly and in line with legal obligations.

By following this policy, our Service provides families with confidence that children's safety and wellbeing are prioritised during every arrival and departure.

Legislative Requirements and links to the National Quality Framework

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.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 162 (A)	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm and hazard
S. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parent of incident, injury, trauma or 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
102(AAB)	Safe arrival of children policies and procedures
102 (AAC)	Risk assessment for the purposes of safe arrival of children policies and procedures
102 (B)	Transport risk assessment must be conducted before service transports a child
102 (C)	Conduct of risk assessment for transporting children by education and care service

102 (D)	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
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 Regulatory Authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider



Definitions of Key Terms used in the Policy

TERM	MEANING	SOURCE
ACECQA – Australian Children's Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children.	ACEQA
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 parent or 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 parent or 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	<p>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:</p> <ul style="list-style-type: none"> • Full name, date of birth and address of the child. • The name, address and contact details of <ul style="list-style-type: none"> »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. • 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: <ul style="list-style-type: none"> - 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 restrictions. - Immunisation status. - If the approved provider or a staff member has sighted a child health record, a notation to that effect. 	Enrolment and Orientation Policy Guidelines
Parent	In relation to a child, includes: a. A guardian of the child; and b. A person who has parental responsibility 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.	National Law definitions

Principles that inform the policy

Our OSHC Service has clear procedures in place to ensure the safe arrival and departure of all children in our care. These procedures are designed to prioritise children's wellbeing, maintain accurate attendance records, and ensure children are only released into the care of authorised individuals.



All educators, assistants, and staff are required to understand and follow these procedures at all times. Families are also expected to support the Service by following sign-in and sign-out requirements and by notifying staff of any changes to their child's daily routine.

The Approved Provider / Nominated Supervisor / Management Will Ensure:

- All obligations under the Education and Care Services National Law and Regulations are followed.
- Educators, staff, students, volunteers, and visitors are informed of and comply with this policy.
- Families are made aware of the Delivery and Collection of Children Policy during enrolment.
- A risk assessment is completed at least annually to identify hazards that may affect children's health and safety when travelling between the OSHC Service and other education facilities.
- Adequate supervision is maintained during arrivals and departures, with educator-to-child ratios upheld.
- Attendance records are accurate and up to date.
- Children only leave the Service with a parent or an authorised nominee, or as permitted under Regulation 99.
- Enrolment records contain all required details, including:
 - emergency contacts and authorised nominees
 - permissions for medical treatment, excursions, transport, and medication administration
 - any parenting or court orders
 - medical management or risk minimisation plans.
- Serious incidents are documented, reported, and notified to the Regulatory Authority within required timeframes.
- All new educators receive an induction on arrival and departure procedures.
- Staff are trained in verifying the identity of authorised nominees and know what to do if an unauthorised person attempts to collect a child.

Arrival at the Service

- Children must be signed in by an authorised adult. This includes the child's name, date, time, and the adult's signature.
- Families must advise who will collect their child that day.
- If a family forgets to sign in, educators are required to do so on their behalf.
- Attendance records double as emergency records.
- Children must be sighted by an educator before the parent/guardian leaves.
- Any medication or important information must be passed on at drop-off, and medication recorded and stored safely.
- Staff will greet families and children to support smooth transitions.
- Storage space will be provided for children's belongings.
- In separated families, either biological parent may update contact details unless a court order states otherwise.

Delivery to School

Educators and staff will:

- Maintain accurate attendance records (arrival and departure times, signatures).
- Ensure families complete a Safe Travel Agreement Form before children travel between school and OSHC.
- Escort children to the designated before-school play area and inform the teacher on duty of their arrival.

Absent or Missing Children

- Families must inform the OSHC Service if their child will be absent.
- If a child has not arrived within 15 minutes and parents have not notified the Service, staff will contact families to confirm.
- If a child leaves school early (e.g., illness), families must notify the Service.
- If a child is missing:
 - Staff will check the Safe Travel Agreement Form and contact the school.
 - Parents/guardians will be contacted immediately.
 - The supervisor will be notified.
 - If necessary, staff will liaise with police, emergency services, and the school.
 - An incident record will be completed.

Missing Children

If a child is confirmed missing, staff will:

- **Call 000 immediately.**
- Notify the child's parents/guardians.
- Notify the school.
- Ensure other children remain supervised.
- Notify the Regulatory Authority within 24 hours.

Departure from the Service

Children may only leave the Service if:

- Collected by a parent or authorised nominee listed on the enrolment record.
- Attending an excursion or travelling with prior written authorisation.
- In need of medical or emergency care.
- Evacuated due to an emergency.

Additional procedures:

- If parents cannot collect their child, they may authorise another person in writing (text/email).
- Educators must sight photo ID of new authorised nominees.
- Families must sign children out with name, date, time, and signature.
- Children must be collected by 6:00pm.
- Court orders will be followed where access is restricted. Educators will not physically intervene but will contact police and the custodial parent if necessary.
- Authorised nominee lists are to be kept up to date, with no nominees under 16 years old permitted.
- If a collector appears intoxicated or unfit, educators will:
 - request an alternative collector
 - follow child protection procedures
 - contact police if required.
- Educators will check all areas before closing to ensure no child remains on site.

Vacation Care

Arrival and departure procedures are the same as during school terms.

Visitors

- Visitors must sign in/out.
- Visitors are never to be left alone with children.

Late Collection of Children

- At least two staff will remain with children if families are late.
- Families must notify the Service if they expect to be late.
- If children are not collected by 6:00pm, staff will attempt to contact parents and authorised nominees.
- If contact cannot be made, the Service may notify police or relevant authorities.
- Repeat lateness will result in written warnings and may lead to termination of enrolment.

Induction and Ongoing training

Induction

All new educators, staff, students, and volunteers will participate in an induction program before commencing work with children. The purpose of induction is to ensure that all staff understand their responsibilities, the philosophy of the Service, and the policies and procedures that maintain a safe, supportive, and child-focused environment.

Induction will include:

- An overview of the Education and Care Services National Law and National Regulations.
- Familiarisation with the OSHC Service philosophy, values, and expectations.
- Introduction to key policies and procedures including:
 - Child Protection and Child Safe Environment
 - Health, Safety and Wellbeing (including Infectious Diseases, Medication, Asthma/Anaphylaxis/Diabetes Management)
 - Delivery and Collection of Children
 - Emergency and Evacuation Procedures
 - Behaviour Guidance and Inclusion
- Workplace Health and Safety obligations and reporting procedures.
- Procedures for supervision, ratios, and duty of care.
- Code of Conduct and expectations regarding professional behaviour.

- Orientation to the physical environment, including exits, first aid stations, storage of medication, and emergency equipment.
- Introduction to record keeping requirements (attendance records, incident reports, medication forms, etc.).
- Identification of roles of the Approved Provider, Nominated Supervisor, Responsible Person, and Educators.
- Verification of Working With Children Check (WWCC), qualifications, and immunisation requirements.

All new staff will be required to read, understand, and sign that they have received the Induction Pack, including a copy of relevant Service policies and procedures.

Ongoing Training and Professional Development

The Service is committed to supporting continuous learning and development to ensure staff maintain high standards of practice and remain up to date with current legislation, regulations, and best practice in Out of School Hours Care.

Ongoing training will include:

- Annual refresher training in:
 - Child Protection
 - Mandatory Reporting
 - Emergency Evacuation and Lockdown procedures
 - First Aid, CPR, Asthma and Anaphylaxis management (as required by law).
- Quarterly staff meetings to review policies, procedures, and reflect on practice.
- Opportunities for professional development, including workshops, webinars, and courses in:
 - Behaviour guidance
 - Inclusive practices
 - Trauma-informed care
 - Supporting children with additional health and medical needs
 - Leadership and team collaboration.
- Policy reviews, where staff are consulted and contribute to updates to ensure policies remain relevant and effective.

- Access to current industry resources such as *Staying Healthy in Early Childhood Education and Care (6th edition)* and updates from recognised health and education authorities.
- Ongoing mentoring and supervision from the Nominated Supervisor or senior educators.
- Regular performance and development reviews to identify strengths, areas for growth, and training needs.

Monitoring Evaluation and Review

At Fun 4 U, we proactively monitor updates from ACECQA and Childcare Centre Desktop to ensure our *Delivery and Collection Policy* remains current and compliant. The policy is reviewed at least annually, in consultation with families, staff, educators, and management, to reflect best practices and evolving regulatory requirements. In addition to this, our policies are made readily available to families on our Facebook page and next to our sign in and out register we have a poster with a QR code that links to all of our policies. (Reg 171 & 172)

Links to other policies/ resources

Related Polices	Child Care Centre Desktop Polices
Acceptance and Refusal of Authorisations Policy Administration of first aid Policy Child Protection Policy Code of Conduct Policy Emergency and Evacuation Policy Excursions and incursions Policy Family Communication Policy Incident, Injury, Trauma and Illness Policy Providing a Child Safe Environment Policy Supervision Policy	Alternative Authorisation Form Children's Arrival and Departure Procedure

Sources

- Australian Children's Education & Care Quality Authority. (2024). [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](#)
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law Act 2010. (Amended 2023).
- [Education and Care Services National Regulations.](#) (Amended 2023)
- 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)

Record of services' compliance (Reg 167)

Date Created: August 2016

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Childcare Centre Desktop Policy Update: June 2025

This Policy Follows ACEQA: [Delivery of Children and Collection From | ACECQA](#)