

DELIVERY AND COLLECTION PROCEDURE

Statement of Procedure

Children will be safely delivered to and collected from the OSHC Service in accordance with enrolment records and written authorisations provided by families. An attendance record will be completed daily, documenting each child's arrival and departure time and the signature of the person delivering or collecting the child, or an educator. Children will only be released into the care of a parent, authorised nominee, or another person authorised in writing by the family, unless an emergency or authorised excursion applies.

Educators will maintain active supervision during arrival and departure times, verify the identity of unfamiliar authorised collectors, and ensure educator-to-child ratios are met at all times. If a child is not collected as expected, or if a person appears unfit to collect a child, educators will follow the Service's incident and child safety procedures. All records and authorisations will be kept up to date, accurate, and accessible to authorised persons in line with legislative requirements.

Roles and Responsibilities

The Approved Provider:

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158).
- Ensure 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.

- Ensure systems are in place so that children only leave the service premises:
 - » if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
 - » in accordance with the written authorisation of the child's parent or authorised nominee
 - » if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
 - » if they 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 (regulation 99).
- Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families.
- Ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123).
- Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).
- Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Delivery of children to, and collection from, service premises policy and procedures.
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection.
- Notify families at least 14 days before changing the policy or procedures if the changes will:
 - affect the fees charged or the way they are collected or
 - significantly impact the service's education and care of children or
 - significantly impact the family's ability to utilise the service.

Nominated Supervisor/Responsible Person

- Implement the Delivery of children to, and collection from, service premises policy and procedures. Ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158).
- Implement systems so that children only leave the service premises:
 - » if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
 - » in accordance with the written authorisation of the child's parent or authorised nominee
 - » if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
 - » if they 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 (regulation 99).
- Ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families.
- Ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123).
- Communicate any changes to children's delivery and collection arrangements to educators, staff and families.
- Should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).

Educators

- Must be aware of and follow the Delivery of children to, and collection from, service premises policy and procedures.
- Ensure that the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator.
- Ensure that, when leaving the service, children are:
 - »given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee
 - »given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee
- Meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios.
- Be aware of the requirements should any incidents occur.

Parents

- Be aware of the Delivery of children to, and collection from, service premises policy and procedures.
- Provide authorisations in their child's enrolment form and ensure the information is kept up to- date.
- Complete the attendance record when their child arrives and leaves, including: their child's name; the date and time they arrive and depart; and their signature.
- Provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

Education and Care Services National Regulations

Quality Area 2: 2.1.1, 2.2, 2.2.1, 2.2.2, 2.2.3

Regs: S.165 (A), S.165, S.167, S.170, 84, 86, 87, 99, 100, 102, 122, 123, 157, 158, 161, 168, 170, 171, 172, 173, 175, 176, 177

Delivery of Children – Morning Care

- Children and families are not to enter the service premises at any time prior to the centre's opening hours due to Insurance and supervision requirements.
- On arrival, the parent/authorised person must ensure the child/children are signed in by the IPAD by entering their number/ passcode and selecting the sign in button on the IPAD program.
- Any points of information are to be recorded by an educator in the Day Book such as special requirements or changes regarding who will collect the child.
- Any notification of change to any information documented in the enrolment form such as authorised people to pick up must be completed and updated on the OWNA App.
- Children are to place their belongings in their school bags and place them in the designated area. (My Time, Our Place, Outcome 1.1 Children *develop their autonomy, inter-dependence, resilience and sense of agency*).
- The parent/authorised person must ensure that an educator is aware of the child's presence before leaving the centre and that any special needs have been communicated.
- A member of staff will greet each child and family in order for children to feel secure and safe.
- Should a child require medication, the parent/authorised person must complete a medication form in accordance with the centre's 'Administration of Medication' Policy, made available on the OWNA app.
- Educators are to complete hourly head count checks to ensure all children are always counted for. If a child is present but not signed in, the educator must sign in for that child, noting the time, because in the event of an emergency evacuation or lock down, the attendance records are used to account for all children in the Centre.
- If the family is to receive Child Care Benefit, the parents are required to be the signatory on all occasions or to initial any past instance where they were not.
- Children will be provided with the opportunity to say goodbye to the person dropping them off.

Collection of Children – Morning Care

- When the bell rings at 8:25 am for school the children are permitted to enter the school playground and be in care of the school teacher on duty. Kindergarten children will be escorted to the infant area.
- Children who may require specialised supervision requirements will be reviewed on a case by case base and an individual supervision plan will be established.

- Children that are exiting the service to attend another premises will be escorted to transport provided and the company will be arranged by the parent. Safe transport of children procedures and policies will be followed.

Arrival of Children – Afternoon Care

- In term 1 all kindergarten children attending Fun 4 U for afternoon care are to be collected from their classroom when the bell rings. Educators must be at the classrooms before the bell rings. Educators must have a daily list of children to collect to ensure all children are collected. Once collected Educators are to walk them down to the Fun 4 U premises and sign in each child.
- Throughout the year as required an educator/s will collect all Kindergarten children and children with additional needs (as required) from their classroom and advise the classroom teacher/s that they have been collected, before escorting them to the OSHC Service and signing them in.
- The educator/s collecting children from school classrooms will carry a mobile phone or two-way radio and a copy of the children's emergency contact details
- Children in first to sixth grade will make their way to the OSHC Service and be signed in by educators
- All children will be required to wash their hands upon arrival to the OSHC Service

Procedure if a child does not arrive at the service for care

- If a child is not physically present and a notification of absence hasn't been made, then Educators must check the child's attendance with the teacher. If the child was at school but was not at the classroom Educators must: -
 1. Check the bus lines for the child
 2. Check the school entrances
 3. Check the school toilets/ classrooms/ library
 4. Contact the family to ensure alternative arrangements for pick up having been made.
 5. Contact the police to notify that a child is missing and search all premises for the child.
 6. Educators are to call a lockdown for the remaining children in attendance to ensure all children are adequately supervised until the situation is resolved.
 7. If the child leaves the care of the school employed teacher before the bell and does not notify Fun 4 U educators, then Nominated Supervisor or Director will inform the Principal of the school of the incident.
 8. The Director/ Nominated Supervisor or Nominated Responsible person is to complete the record of a serious incident using the online notification form located on the ACECQA website within 24 hours of the incident. An incident

report must also be documented for the family and service using the Incident Form.

Please refer to the *Missing Children's Procedure* for more detailed information

Collection of Children – Afternoon Care

- A child may only be collected from care by the parents and/ or a nominated authorised person on the enrolment form.
- The authorised person collecting the child must sign the child out of the centre using the electronic system set up on the iPad. The authorised nominee must enter their mobile phone number and passcode on the iPad of departure and select sign out.
- The authorised person and the child must ensure that all personal belongings are collected and taken home.
- The authorised person must ensure that a staff member has been made aware that they are taking the child from the centre.
- The nominated supervisor or a responsible person is to be notified if the person collecting the child will be later than usual and the child will be informed to avoid anxiety.
- If the child is to be collected by a person not authorised on the enrolment form, parents must personally inform with written authorisation, on the OWNA app, prior to pick up and be named as a one-off collection.
- The change should be confirmed on the app or email if possible and the person collecting the child asked to bring identification.
- Names and contact numbers of all people authorised to collect the child must be included on the enrolment form and updated on the OWNA app annually or sooner should a change occur. These numbers are to be entered the sign in/ out kiosk.
- The authorised person is required to provide proof of identification to staff if they have not previously done so.
- Centre staff will not release a child to anyone who is not authorised without prior consent.
- If there is an emergency and the parent/authorised person cannot collect the child, the parent must personally notify the centre by telephone. The parent will be required to indicate who will collect the child, give a description and ask the person to provide centre staff with proof of identity – e.g. driver's license or passport.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the nominated supervisor or responsible person will ring the parent to obtain authorisation. The child will not be released from the centre until appropriate authorisation has been received.

- In the case of a separated family, either biological parent may add a contact in writing unless a court order is provided to the nominated supervisor stating that one parent has sole custody and responsibility
- 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 OSHC Service
- In the case of a particular person (including a biological parent) being denied access to a child, the OSHC Service requires a written notice (court order) from a court of law
 - educators will attempt to prevent that person from entering the OSHC Service and taking the child however, the safety of other children and educators must be considered
 - educators will not be expected to physically prevent any person from leaving the OSHC Service
 - in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
 - where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the OSHC Service
 - educators will provide a description of the person to the police- including their clothing, gender, height and a description of the child's clothing
 - a court order overrules any requests made by parents to adapt or make changes
 - notification of the incident will be communicated to a school representative where required
- The nominated supervisor 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 from the Service.
- At the end of the day, educators are to check that all children have been signed out. If a child has not been signed out, and an educator(s) is aware that the child has left the centre safely, parents will be reminded, when the child next attends, that they must sign their child out.
- If it is discovered that a child is **not** in the Centre, **not** signed out, and educators are **unsure** of their departure, the family will be contacted immediately to confirm the child's whereabouts. If the child is not in their care, the Centre would seek immediate advice from the Police and contact the Office for Early Childhood Education and Care within 24 hours of the incident occurring.
- At the end of each day, educators must check the entire premises including outdoors and indoors to ensure that no child remains on the premises after the Centre closes.

Children may only leave Fun4U if the child:

- Is given into the care of a parent of the child, or
- Into the care of an authorised nominee named in the child's enrolment record, or
- Given into the care of a person authorised by a parent or authorised nominee named in the child's enrolment record, or
- Is taken on an excursion with written authorisation, 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)

Late Collection of Children

- Children must be collected from the centre by 6.00 pm as the service is not insured to care for children after that time. (Refer to Fees Policy regarding late fees).
- If a parent knows that they are going to be late, they must ring the centre and arrange, if possible, for another authorised person to collect their child.
- At 6:00 pm staff will begin contacting children's parents or emergency contacts to arrange immediate pickup.
- Minimum of 2 staff will remain at the centre with the children until all are collected.
- If staff are unable to contact an authorised person by 6:30pm they will contact the afterhours number for the Department of Families and Community Services who will advise them what to do next.
- If necessary, staff will leave a note for parents on the centre door indicating the whereabouts of their child.
- A verbal warning will be given to the parent the first time they are late.
- The late fee will be implemented for the second and third times.
- The late fee will be charged for the fourth time and a warning given that the child's place will be terminated should a late pickup occur again.
- The child's placement at the centre will be terminated should a late pickup occur again.
- If the person collecting the child appears to be 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. 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.

Releasing Children to Authorised Nominee

1. Photo identification must be sighted by a primary contact educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.

2. If a person's identity is not able to be verified, educators are to contact the parent to confirm a description of the authorised nominee and/or arrange for an alternative person to collect the child
3. All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our OSHC Service. If the parent or other person forgets to sign the child out, they will be signed out by an educator or nominated supervisor.
4. If authorisation to collect a child is refused by the OSHC Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Record*)

Health and Safety Considerations

1. 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:
 - discuss their concerns with the person, without the child being present if possible, and
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and *Child Protection Policy*
 - contact the Police and other regulatory authorities
 - **In an emergency contact 000 immediately**
 - Child Protection Hotline NSW 132 111
2. At the end of each day two (2) educators will check indoor and outdoor premises including all rooms, storage rooms, and storage sheds to ensure that no child remains on the premises after the OSHC Service closes. (See *Opening and Closing Checklist*)
3. If a child's bag or belongings are left at the OSHC Service and the attendance record does not indicate the child has left the OSHC Service. The responsible person is to contact the parent to ensure the whereabouts of the child.
4. If a child appears missing, the *Missing Child Procedure* is to be implemented

In an Emergency Situation

1. 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) by the parent/guardian.

2. Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency and Evacuation Policy*
3. Sign in sheets or attendance reports are to be used as a record in the case of an emergency to account for all children present at the Service

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)

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