

DELIVERY OF CHILDREN TO, AND COLLECTION FROM EDUCATION AND CARE SERVICE PREMISES

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between home and our Out of School Hours Care (OSHC) Service for before and after school care, and vacation care. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the health and safety of children at our OSHC Service, our *Delivery of children to and collection from Education and Care Service Premises Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

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.

	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
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EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
S162 (A)	Child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and 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
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	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
160	Child enrolment records to be kept by approved provider and family day care educator

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 the regulatory authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

PURPOSE

We aim to ensure the protection and safety of all children, staff members, and families accessing the OSHC Service. Educators and staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, staff, the approved provider, nominated supervisor, management, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

Our OSHC Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. We ensure that all educators, educator assistants and staff implement these.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- families are aware of the location of policies on our website

- a risk assessment is conducted in conjunction at least once every 12 months, to identify any risks or hazards that may pose a risk to children’s health, safety or wellbeing as they travel between our OSHC Service and their classrooms which are located on the same site. This is part of the Safe Arrival risk assessment
- parent access to the OSHC Service is refused if allowing access poses a risk to a child or staff member, or would conflict with any duty of the provider, educator under the Law or permitting entry would contravene a court order
- adequate supervision is provided when children arrive and depart the OSHC Service premises
- relevant educator to child ratios is adhered to at all times
- educators are aware of how to maintain attendance records, either electronically or by written authorisation
- if electronic means are unavailable, educators are aware of how to record written attendance records
- attendance records are kept for a period of 7 years after the child’s last attendance at the Service, in accordance with Family Assistance Law and *Record Keeping and Retention Policy*
- children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Reg. 99
- enrolment records are kept for each child enrolled in the OSHC Service including the name, address and contact details of :
 - any emergency contacts
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication
 - details of any court order, parenting orders or parenting plan
 - any medical management plan, anaphylaxis medical management plan (ASCIA) or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- critical reflection on the incident is conducted with staff and educators to inform required changes to policy, procedures, practices (including supervision) and risk assessments
- all new educators and staff are provided with an induction to the Service including an understanding of this policy

- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child).

ARRIVAL AT SERVICE

- all children need to be signed in by an authorised person. Note: the signing in of a child is verification of the accuracy of the attendance record. Information required on the register includes the child's name, the date and time of their arrival and departure from their parent to an Educator as duty of care. An Educator will sign the children into and out of the service.
- the parent/authorised nominee must also advise staff who will be collecting the child/children
- families will be reminded to ensure they physically hand over duty of care to an Educator
- attendance records are to be used as a record in the case of an emergency to account for all children
- children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building.
- a child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child
- the educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- in order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off
- a locker or shelf space will be made available to children attending the service
- in the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the nominated supervisor stating that one parent has sole custody and responsibility.

DELIVERY TO SCHOOL

Educators and staff will:

- implement procedures for the safe handover of children between our OSHC Service and an educational facility as per our *Safe Arrival of Children Policy* and procedure
- ensure documentation is correctly and clearly communicated with all stakeholders
- accurate attendance records are kept up to date recording:

- the time and date children arrive and depart the OSHC Service
- the signing out of and duty of care changing from the parent/ guardian of the child to our OSHC Service
- follow the *Safe Arrival of Children Policy* at all times if traveling between our OSHC Service and their classroom
- ensure families complete a *Safe Travel Agreement Form* prior to children travelling between our OSHC Service and an educational facility if required to leave the site
- will be signed out of the OSHC Service and escorted to the designated before-school play area where an OSHC educator will be on duty for years 4-6 children from 8.30am, Years 2-3 children from 8.45am to allow them to drop off their bags and take out items they need to be ready for the school day and Reception to Year 1 children will be escorted to class at 8.50am

ABSENT OR MISSING CHILDREN

- parents must advise the OSHC Service staff as early as possible of their child/children's absence from school
- If a child has not been delivered to the service during the Before School Care session and a parent has not notified the service, they will be marked as absent for the session
- if a child is collected from the school early due to illness or other reasons the parent must notify the OSHC Service, using the service's telephone message bank or by leaving a text message if the service is unattended
- if a child does not arrive at the OSHC Service at the expected time an educator will:
 - check the *Safe Travel Agreement Form* and any communication from the family if the child does not arrive at our OSHC Service at the pre-determined time
 - contact the school to ensure the child was absent from school that day
 - contact the parents or authorised nominee to determine the location of the child
 - where possible, help conduct a search of the route of travel, ensuring supervision of all children within care
 - liaise with Police, emergency services and parents as required
 - contact the school principal or delegate
 - *if the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know*
 - complete an incident, injury, trauma and accident record as soon as possible if the child is found off site

MISSING CHILDREN

If a child is considered missing, an educator or staff member will:

- Contact the police by dialling 000
- Contact the child's parents
- Contact the school to inform them of the missing child
- Ensure that other children waiting to enter their OSHC area remain appropriately supervised

Notify the regulatory authority within 24 hours of becoming aware of a serious incident

DEPARTURE FROM OSHC SERVICE

- Children may only leave the OSHC Service premises if the child leaves:
 - in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - taken on an excursion or on transportation provided or arranged by the OSHC Service with the written authorisation of the child's parent or authorised nominee; 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, severe storm)
- in the case of an emergency, where the parent/guardian or a previously authorised nominee 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 OSHC Service (email, text, or letter).
- parents/guardians are to advise their child's educator if someone different is picking up their child, via a written text message or email. This person is to be named on the enrolment form or added in writing to Management as an authorised nominee for the child.
- 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.

- all children must be signed out by an educator when the child is collected from our OSHC Service and duty of care changed over to their parent or authorised nominee including each child's name, date and time they depart.
- parents/guardians are required to arrive to collect their child/children by 6.15pm
- 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 service requires a written notice (court order) from a court of law.
 - educators will attempt to prevent that person from entering the 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 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 Service
 - a court order overrules any requests made by parents to adapt or make changes
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- nominated supervisors will remind parents at the start of each school year to update their authorised nominee pick-up list for their children if required or to update when there is a change.
- It is our policy that we do not allow emergency contacts/ authorised nominees under the age of 16 to collect children unless the parent has notified us in writing that this acceptable
- 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, Child abuse report line (CARL) 13 14 78 and other regulatory authorities
 - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities

- at the end of each day educators ensure all children have been signed out of the service and handed to their parent/ authorised collection person
- children may move to a designated safe space on the premises in the event of an emergency
- details of absences during the day will be recorded.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of Vacation Care, policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service* sections within this policy.

VISITORS

- to ensure we can meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our OSHC Service must sign in when they arrive at the service and sign out when they leave. It is also a requirement of the National Regulations that visitors are not left alone with children at any time.
 - Visitors who may come into direct contact with children are required to submit their Working with Children Check to be verified by the approved provider

LATE COLLECTION OF CHILDREN

- if there are children still present at the OSHC Service upon closing, it is best practice to ensure a minimum of two educators are present until all children are collected.
- if parents/guardians know that they are going to be late, they must notify the OSHC Service. If possible, they should make arrangements for someone else to collect their child
- if they have not arrived by 6:15pm the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the nominated supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child
- due to licensing and insurance purposes, if by 6:15pm neither the parent or any of the authorised contacts are available or contactable, the Service may need to contact the police and other relevant authorities
- if the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the OSHC Service notifying parents/guardian of the child's whereabouts. If this occurs, the OSHC Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.

- where families are continually late to collect children, a *Late Collection of Children letter* will be presented to parents/guardians
- should this non-compliance continue, the Service reserves the right to terminate a child’s enrolment.
- CONTINUOUS IMPROVEMENT/REFLECTION
- The *Delivery of children to, and collection from Education and Care Service Policy* will be reviewed on an annual basis in conjunction with children, families, educators and staff.

• 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*
 - Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY	OSHC Advisory Committee and Governing Council	Governing body	March 2026
POLICY REVIEWED	March 2026	NEXT REVIEW DATE	Mar 2027

