

DELIVERY AND COLLECTION OF CHILDREN POLICY

QUALITY AREA 2 – VERSION 1.1



PURPOSE

This policy provides guidelines for Denzil Don Kindergarten to ensure that:

- Children are dismissed and/or leave the service in the care of a parent/carer, authorised nominee listed in the child's enrolment record, or another person authorised in writing (or verbally, following procedure 1) by the parent/carer or a nominee.
- Children are only taken on excursions, or in transport arranged or provided by the service where prior consent has been obtained from a parent/carer or an authorised nominee.
- Children are only released into the care of a medical professional or taken off the premises without prior authorisation for emergency situations only, such as requiring medical treatment.

POLICY STATEMENT

The safety, health, wellbeing, rights and best interests of every child guide all decisions, actions and practices of Denzil Don Kindergarten staff.

VALUES

Denzil Don Kindergarten is committed to:

- ensuring all policies and procedures support and safeguard the safe arrival and departure of children attending the service
- providing all service staff with the necessary training, guidance, and support to effectively implement procedures specified in this policy
- meeting all duty of care obligations in accordance with law.

SCOPE

This policy applies to the Approved Provider, all service staff (educational and non-educational), students, volunteers, parents/carers, children, and others attending the programs and activities of Denzil Don Kindergarten.

Parent/Carer Responsibilities Under This Policy:
Complete, sign and date the authorised nominee section of your child's enrolment form
Ensure your child is only collected by authorised persons (nominees) by completing a Nominee Form prior to collection (available on the Family Portal)
Remain aware of who you have given authority to collect your child from kinder - contact the service if unsure
Accurately record your child's arrival and departure time in the attendance record (sing-in book) each day
Supervise your child before they are signed into and following signing them out of the program, as well as any other children in your care (including siblings) *Siblings/other children are asked to respect the kinder equipment and environment – no climbing on tall structures or fences and returning items moved to their rightful place
Ensure entry and exit doors and gates remain closed when entering or leaving the service
Collect your child on time at the end of each session/day
Notify the service if you are going to be late collecting your child and pay late collection fees if required
Provide written authorisation (consent) for excursions, outings and transport
Follow service procedures if contacted about an unauthorised person (nominee) attempting to collect your child
Read, understand and follow the service Code of Conduct at all times
Adhere to this policy and all other service policies at all times

Responsibilities: R indicates legislation requirement	Approved provider & persons with management or control	Nominated Supervisor and Person in Day-to-Day Charge	All service staff (educational & non-educational)	Contractors, Volunteers & Students
Ensure all obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	√	√	√
Take reasonable steps to ensure all service staff and volunteers follow this policy and its procedures	R			
Make this policy accessible to all service staff, families – advising it is available on our website and in the office Policy Folder	R			
Provide parents/carers with information about delivery and collection procedures at their child’s enrolment	R	R	√	√
Ensure an enrolment record as set out in <i>Regulations 160 and 161</i> , is kept for each child with all required information and authorisations	R	√		
Ensure parents/carers have correctly completed, signed and dated the authorised nominee section of their child’s enrolment form as required by <i>Regulation 160, 161 (see Enrolment and Orientation Policy)</i>	R	√		
Maintain an attendance record that meets <i>Regulation 158(1)</i> requirements	R	R		
Ensure arrival and departure times are accurately recorded daily by the parent/carers, authorised nominee, or staff member (<i>Regulation 158(1)</i>)	R	√	√	√
Ensure children are adequately supervised at all times (<i>see Supervision of Children Policy</i>)	R	√		
Ensure educator-to-child ratios are always maintained, including during late collection (<i>Regulations 122, 123 and 360 (see Supervision of Children Policy)</i>)	R	√	√	√
Ensure entry and exit doors and gates remain closed during program hours	R	√	√	√
Develop safety procedures for the mass arrival and departure of children	R	√	√	
Ensure a child only leaves the service with a parent/carers, authorised nominee, or with written authorisation, except in an emergency (<i>Regulation 99 (see Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy)</i>)	R	√	√	
Refuse to let a child leave with a person who is not a nominee and/or doesn’t have written (or verbal – <i>see Procedure 1</i>) authorisation (<i>see Acceptance and Refusal of Authorisations Policy</i>)	R	√	√	√
Ensure a child is not taken outside of the service premises, without written authorisation, except in the case of an emergency	R	√	√	√
Ensure authorisation procedures are in place for excursions, regular outings and other service events including transportation of children (<i>Regulation 102D (see Excursions and Service Events Policy)</i>)	R	R	√	
Ensure procedures are in place when a child is given into the care of another person for medical reasons (<i>see Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i>)	R	√		
Implement authorisation procedures when a parent/carers phones to approve an unlisted person to collect a child (<i>see Procedure 1</i>)	R	√		

Contact parents/carers or authorised nominees if an unauthorised person attempts to collect a child and follow correct procedures (<i>see Procedure 2</i>)	R	√		
Follow procedures if an unauthorised (non-nominee) or inappropriate person attempts to collect a child (<i>see Procedure 1 & 2</i>)	R	√	√	√
Follow procedures to ensure safe collection of children (<i>see Procedure 2</i>)	R	√	√	√
Sign children into <i>After Kinder Care (AKC)</i> if they are not collected on time (<i>see Procedure 1, 2 & 3</i>)	R	√	√	√
Ensure all incidents related to delivery and collection meet regulatory requirements and are managed according to the <i>Incident, injury, trauma and illness Policy</i> as necessary (<i>Regulations 86 and 87</i>)	R	√	√	√
Inform the approved provider within 24 hours if a child leaves unattended or with an unauthorised person		√	√	√
Notify the Department of Education within 24 hours, and parents/carers as soon as practicable, of any serious incident, including when a child has left the service unattended by an adult or with an unauthorised person (<i>Regulations 12, 86, 176</i>)	R	√		
Ensure compliance with the service's <i>Road Safety and Safe Transport Policy</i>	R	√	√	√
Keep a written record of all visitors, including arrival and departure times	R	√	√	
Display up-to-date emergency contact numbers, including Approved Provider, DE, child protection services and local police	R	√		

BACKGROUND & LEGISLATION

BACKGROUND

A duty of care exists for all children attending Denzil Don Kindergarten – including when they are on the service's premises BUT haven't been signed into the program or have been signed out of the program (in both instances, the children are legally under the care and supervision of the parent/carer) (*see Supervision of Children Policy*).

A child may only leave the service in the care of a parent/carer, authorised nominee, or a person authorised by one of these parties. An authorised person does not include a parent who is prohibited from contact with the child under a court or parenting order. Exceptions apply in the case of a medical or other emergency (*see Incident, Injury, Trauma and Illness Policy and Emergency and Evacuation Policy*) and during approved excursions (*see Excursions and Service Events Policy*).

The minimum age for an authorised nominee at Denzil Don Kindergarten is 16 years.

LEGISLATION & 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, see the Definitions File located online: <https://denzildonkinder.org.au/policies/> OR in the Policies Folder in the kindergarten office.

Inappropriate person: a person who may pose a risk to the health, safety or wellbeing of any child attending the service, or whose behaviour or state of mind make it inappropriate for them to be on the premises (*National Law: Section 171(3)*).

Unauthorised person: any person not listed as an authorised nominee on the child's enrolment form.

SOURCES & RELATED POLICIES

SOURCES

- [Australian Children's Education and Care Quality Authority \(ACECQA\)](#)
- Department of Education (DE) Licensed Children's Services

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

To assess whether the values and purposes of the policy have been achieved, we will:

- seek feedback from all parties 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
- notify all stakeholders affected by this policy at least 14 days before any significant change is made to the policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).

PROCEDURES

- **Procedure 1:** Authorisation procedure
- **Procedure 2:** Ensure the safe collection of children
- **Procedure 3:** Late collection of children

AUTHORISATIONS

This policy was adopted by the approved provider of Denzil Don Kindergarten on 27/05/2026.

REVIEW DATE: 27 / MAY / 2028

PROCEDURE 1: AUTHORISATION PROCEDURE

Follow this procedure when an unauthorised person (non-nominee) attempts to collect a child, or a parent/carer or authorised nominee advises a change in the person collecting the child and they are not a nominee:

1. Request the parent/carer or a nominee to complete the online [Nominee Form](#)
2. Where written (online) authorisation is not possible, accept verbal authorisation over the phone, ensuring:
 - a. All details of the person collecting the child are recorded (name, address and mobile number)
 - b. Two educators receive (hear) and sign-off on the verbal authorisation
 - c. The authorisation is documented and stored with the child's enrolment record
3. At collection, verify the identity of the new nominee by sighting photo identification before dismissing the child
4. Ensure the child is signed-out by the person collecting them
5. Refuse to release the child if appropriate authorisation is not provided, instead, sign the child into *After Kinder Care (AKC)* for supervision while awaiting collection by a nominee, in-line with [Fee Policy's Late Collection Procedure](#) (*see also, Procedure 3*)
6. Contact police if the safety of the child, educators or others is at risk
7. Follow up with the parent/carer or nominee with written authorisation to complete the online [Nominee Form](#) for the verbally authorised nominee and store this with the child's enrolment record.

PROCEDURE 2: ENSURE THE SAFE COLLECTION OF CHILDREN

Follow this procedure if there are concerns about the person collecting a child, including anyone who may pose a risk to the child's safety, health or wellbeing.

1. Act immediately if a parent/carer or authorised nominee appears unwell, affected by alcohol or drugs, or otherwise unable to safely care for the child
2. Inform the person collecting the child of your concerns and suggest contacting an alternative nominee
3. Consult with the Centre Coordinator and/or Educational Leader where possible
4. Contact police immediately if there are concerns for the safety of the child, educators or others at the service
5. Complete an [Incident, Injury, Trauma and Illness Record](#) and store it with the child's enrolment record
6. The Centre Coordinator or Educational Leader will inform the Committee of Management (Approved Provider) within 24 hours of the incident
7. Notify the Department of Education within 24 hours if the incident meets the definition of a serious incident

PROCEDURE 3: LATE COLLECTION OF CHILDREN

Scenario 1: Late collection - service has been notified

1. Ask the parent/carer how long they will be when they call
2. If arrival will be within 5 minutes, keep the child in the classroom, maintaining supervision at all times
3. If more than 5 minutes, sign the child into *After Kinder Care (AKC)*
4. Families will be allowed one grace late pick-up (depending on timing: if more than 10 minutes late, a minimum AKC Casual fee of \$26 applies)
5. For all subsequent late collections, the child will be immediately signed into AKC and charged as per AKC rates.

Scenario 2: Late collection - service has not been notified

1. Contact the parent/carer or a nominee to confirm collection time, and follow steps 2-4 in Scenario 1
2. If unable to contact the parent/carer, sign the child into AKC and leave a message for all parent/carers/nominees
3. If the child has not been collected from AKC by 5:20 pm, AKC staff must contact the parent/carer and all nominees (in order until the list is fulfilled) to request collection by 5:30 pm
4. Follow Scenario 3 if no contact can be made.

Scenario 3: Child not collected and no contact can be made

1. If a child is not collected from AKC by 5:30 pm, contact Child FIRST or the local police
2. Inform the Centre Coordinator and, Educational Leader as soon as possible (they notify the Approved Provider)
3. Notify the Department of Education as soon as practicable
4. Apply a late collection fee in-line with the [Fees Policy](#)