

# DELIVERY AND COLLECTION OF CHILDREN

QUALITY AREA 2 | ELAA version 1.1



## PURPOSE

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Denzil Don Kindergarten by ensuring:

- children are given into the care of a parent/carer or authorised nominee named in the child’s enrolment record, or a person authorised by the parent/carer or authorised nominee
- children leave in accordance with the written authorisation of the child’s parent/carer or authorised nominee
- children are only taken on an excursion or transportation arranged by the service, with written authorisation from the parent/carer or authorised nominee
- children are given into the care of a person, or taken outside the premises, only if the child requires medical, hospital or ambulance care/treatment, or because of another emergency.



## POLICY STATEMENT

### VALUES

Denzil Don Kindergarten is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all Denzil Don Kindergarten policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the service
- ensuring that all staff are given the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises
- meeting its duty of care obligations under the law.

### SCOPE

This policy applies to the approved provider, all service staff, volunteers, parents/carers, children, and others attending Denzil Don Kindergarten, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/carers	Contractors, volunteers and students
R indicates legislation requirement					
Ensuring that obligations under the <i>Education and Care Services National Law and National Regulations</i> are met	R	√	√	√	√

Taking reasonable steps to ensure that all service staff and volunteers follow the <i>Delivery and Collection of Children policy</i> and procedures	R				
Ensuring that copies of the policy and procedures are readily accessible to all service staff and families	R				
Ensuring parents/carers have completed the authorised nominee ( <i>refer to Definitions</i> ) section of their child's enrolment form, and the form is signed and dated ( <i>refer to Enrolment and Orientation Policy Regulation 160, 161</i> )	R	√		√	
Providing an attendance record ( <i>refer to Definitions</i> ) that meets the requirements of <i>Regulation 158(1)</i> and ensuring the arrival and departure times are recorded by the parent/carer or authorised nominee on delivery and collection of their child from the service daily	R	R			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/carer, authorised nominee, or service staff member, detailing the child's time of arrival and departure from the service ( <i>Regulation 158(1)</i> )	R	√	√	√	√
Ensuring 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 other services which provide education or care	R	√			
Developing safety procedures for the mass arrival and departure of children from the service	R	√	√		
Ensuring educators and parents/carers are aware that their child has arrived at/been collected from the service and to have procedures in place to ensure this process			√	√	√
Ensuring that an enrolment record for every child is kept and that it includes the information set out in <i>Regulations 160 and 161</i> , including authorisations from families	R	√			
Ensuring a child does not leave the service except with a parent/carer or authorised nominee, or with the written authorisation or in the case of a medical or other emergency ( <i>Regulation 99</i> ) ( <i>refer to Acceptance and Refusal of Authorisations Policy, Dealing with Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy</i> )	R	√	√		√
Refusing to allow a child to depart from the service with a person who is not the parent/carer or authorised nominee, or where there is no written authorisation ( <i>refer also to Acceptance and Refusal of Authorisations Policy</i> )	R	√	√	√	√
Ensuring a child is not taken on an excursion or regular outing without the written authorisation of a parent/carer or authorised nominee ( <i>refer to Excursions and Service Events Policy</i> )	R	√	√	√	√
Ensuring authorisation procedures are in place for excursions, regular outings and other service events ( <i>refer to Excursions and Service Events Policy</i> ), including the authorisation for transporting children ( <i>Regulation 102D</i> )	R	R	√		
Ensuring there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency ( <i>refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy</i> )	R	√			

Implementing the authorisation procedures outlined in <i>Attachment 1</i> if a parent/carer or authorised nominee contacts the service to advise that a person not listed on their child's enrolment form will be collecting their child	R	√			
Ensuring that parents/carers or authorised nominees are contacted if an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed ( <i>refer to Attachment 1</i> )	R	√			
Following the authorisation procedures ( <i>refer to Attachment 1</i> ) and contacting the parents/carers or authorised nominees if an unauthorised person arrives to collect a child from the service	R	√			
Following the procedures to ensure the safe collection of children ( <i>refer to Attachment 2</i> )	R	√	√	√	√
Following procedures if an inappropriate person ( <i>refer to Definitions</i> ) attempts to collect a child from the service ( <i>refer to Attachment 1</i> )	R	√	√		√
Informing the approved provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person ( <i>refer to Definitions</i> )		√	√		√
Keeping a written record of all visitors to the service, including time of arrival and departure	R	√	√		
Ensuring procedures are in place for care of a child who has not been collected from the service on time ( <i>refer to Attachment 2</i> )	R	√			
Following procedures for the late collection of children ( <i>refer to Attachment 2</i> )	R	√	√	√	√
Collecting their child on time at the end of each session/day				√	
Alerting the service if they are likely to be late collecting their child				√	
Paying a late-collection fee if required by the service's <i>Fees Policy</i>				√	
Ensuring the educator-to-child ratios are maintained at all times children are in attendance at the service (including when children are collected late from the service) according to the requirements of <i>Regulations 122, 123 and 360</i> ( <i>refer also to Supervision of Children Policy</i> )	R	√	√		√
Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensuring that the response meets all regulatory requirements, including implementing the <i>Incident, injury, trauma and illness policy</i> ( <i>Regulations 86 and 87</i> )	R	√	√		√
Ensuring children are adequately supervised at all times ( <i>refer to Supervision of Children Policy</i> )	R	√	√		√
Supervising their own child before signing them into the program and after they have signed them out of the program				√	
Supervising other children in their care, including siblings, while attending or assisting at the service				√	
Ensuring the entry/exit doors and gates are kept closed during program hours	R	√	√	√	√
Notifying DE in writing within 24 hours, and the parents/cares as soon as is practicable, in the event of a serious incident ( <i>refer to Definitions</i> ), including when a child has left the service	R	√			

unattended by an adult or with an unauthorised person (Regulations 12, 86, 176)					
Providing parents/carers with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	√			
Ensuring that all service staff and parents/carers comply with the service's <i>Road Safety and Safe Transport Policy</i>	R	√	√	√	√
Displaying an up-to-date list of the contact numbers of the approved provider, DE, Orange Door, DFFH Child Protection Service and the local police station	R	√			



## BACKGROUND AND LEGISLATION

### BACKGROUND

A duty of care exists at all times children are attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or has been signed out of the service and are legally under the care and supervision of the parent/carer (*refer to Supervision of Children Policy*).

The child may only leave the service in the care of a parent/carer, 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/parenting order from having contact with the child. An exception is made in the event of a medical or other emergency (*refer to Incident, Injury, Trauma and Illness Policy and Emergency and Evacuation Policy*) and for excursions (*refer to Excursions and Service Events Policy*).

Denzil Don Kindergarten specifies that the minimum age of an authorised nominee is 16 years of age.

### LEGISLATION AND 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](http://www.legislation.vic.gov.au)
- Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://www.legislation.gov.au)



## DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms such as Approved provider, Nominated supervisor etc refer to the Definitions file on the kindergarten website.

**Inappropriate person:** a person who may pose a risk to the health, safety or wellbeing of a child attending the service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g. a person under the influence of drugs or alcohol (*National Law: Section 171(3)*).

**Unauthorised person:** (in relation to this policy) a person who has not been listed as an authorised nominee on the child’s enrolment form.

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## SOURCES AND RELATED POLICIES

### SOURCES

- Australian Children’s Education and Care Quality Authority (ACECQA): [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Department of Education (DE) Licensed Children’s Services, phone 1300 307 415 or email [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

### 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
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## EVALUATION



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

- regularly seek feedback from everyone 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 making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).
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## ATTACHMENTS

- Attachment 1: Authorisation procedures
  - Attachment 2: Procedures to ensure the safe collection of children
  - Attachment 3: Procedures for the late collection of children
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## AUTHORISATION

This policy was adopted by the approved provider of Denzil Don Kindergarten on 02/05/2025.

**REVIEW DATE:** 02 / MAY / 2027

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## ATTACHMENT 1. AUTHORISATION PROCEDURES

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent/carer or authorised nominee telephones the service to notify that such a person will be collecting their child.

The educator and/or centre coordinator and/or nominated supervisor will:

- request that the parent/carer complete the online Nominee Form or,
- request that the parent/carer or authorised nominee email the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child, or
- take a verbal (phone) authorisation ensuring the following steps are taken:
  - all details of the person collecting the child, including the name, address and mobile number of the person are obtained
  - two educators take the verbal authorisation message (recommended by DE)
  - photo identification is obtained to confirm the person's identity on arrival at the service
  - ensure that parents/carers or authorised nominees follow up a verbal authorisation by completing an online Nominee Form which will then be filed on the child's enrolment record.
- ensure that the email authorisation is stored with the child's enrolment record
- ensure the attendance record is completed prior to child leaving the service
- refuse to release a child where authorisation is not/cannot be provided by the parent/carer or authorised nominee
- contact police if the safety of the child or service staff is threatened
- implement late collection procedures (*refer to Attachment 4*) if required
- notify the approved provider if written authorisation is not provided for further follow-up.

## ATTACHMENT 2. PROCEDURES TO ENSURE THE SAFE COLLECTION OF CHILDREN

Early childhood professionals have a duty of care not to place child(ren) attending the service in danger by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person (*refer to Definitions*) including a person who may pose a risk to the safety, health or wellbeing of any child/ren at the service.

Where an educator believes that the parents/carers or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed:

- Engage with the person (if safe to do so) to assess your concerns. Example scenario: you have concerns that a parent/carer smell of alcohol – have a minimum of a 5-minute conversation with the person. Observe whether they are slurring their words, how engaged are they in conversation (keeping up with the conversation, answering questions, responding to questions appropriately), assess whether the smell **is** present, look at their body language – is it slow or impeded in anyway, observe their gait/stability etc). Use your assessment to decide whether your concerns are valid. If they are valid, move to the next bullet point.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child. If the person agrees, contact the nominee and wait until they arrive before dismissing the child in their care. If they do not agree, consult with the centre coordinator, nominated supervisor or the approved provider, if possible.
- If, at any time, you have grave concerns for the safety of the child, yourself or other service staff, call 000 or contact the police immediately.
- Following the incident, complete an Incident, Injury, Trauma and Illness Record OR make detailed notes on the events and file them with the child's enrolment record.
- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring (*refer to Definitions*).

## ATTACHMENT 3. PROCEDURES FOR THE LATE COLLECTION OF CHILDREN

### Scenario 1: The service has been notified of the late collection

Where a parent/carer or authorised nominee has notified the service that they will be late collecting a child, staff are responsible for:

- ensuring the educator-to-child ratios is always maintained.
- asking the parent/carer/authorised nominee reporting the late pick-up how late they will be.
- if they advise they will be more than 5-minutes late, advise them that the child will be signed into **After Kinder Care (AKC)** and that they will receive an invoice for their child's attendance. It may be helpful/supportive to let them know that they do not need to rush, as the fee will cover one-hour of attendance.
- follow the steps listed in scenario 3 (below) if the parent/carer/authorised nominee does not arrive to collect the child by 5:30 pm and cannot be contacted.

### Scenario 2: The service **has not** been notified of the late collection

Where a parent/carer or authorised nominee is late collecting a child and has not notified the service in advance, staff are responsible for:

- ensuring that the educator-to-child ratios are always maintained.
- contacting the parent/carer/authorised nominee to enquire where they are and how long they will be.
- if they advise they are more than 5-minutes away, advise them that the child will be signed into **After Kinder Care (AKC)** and that they will receive an invoice for their child's attendance. It may be helpful/supportive to let them know that they do not need to rush, as the fee will cover one-hour of attendance.
- follow the steps listed in scenario 3 (below) if the parent/carer/authorised nominee does not arrive to collect the child and cannot be contacted.

### Scenario 3: The child has not been collected, and a parent/carer or authorised nominee is uncontactable

Where the parent/carer or authorised nominee is late collecting their child and is uncontactable, staff are responsible for:

- ensuring that the educator-to-child ratios are always maintained.
- signing the child into **After Kinder Care (AKC)** for collection by a parent/carer/authorised nominee. AKC fees will apply and must be paid by the child's parent/carer.
- contacting Child FIRST or the local police by 5:15 pm if no contact has been received from parent/carer or authorised nominee to advise that someone will collect the child by 5:30 pm.
- informing the Centre Coordinator or Educational Leader of the situation as soon as practical.
- The Centre Coordinator will notify DET as soon as is practicable following the incident.

### Late collection fee

For all children collected 5-minutes after the end of session and subsequently signed into **After Kinder Care (AKC)**, a late collection fee of a minimum of \$26 (Casual AKC fee for one hour) will be charged in accordance with the *Fees Policy*.