



## **EMERGENCY & SAFETY:**

# **DELIVERY OF CHILDREN TO, AND COLLECTION FROM, THE SERVICE**

### **PURPOSE**

This policy provides clear guidelines for the safe delivery of children to, and collection from, Essential Early Learning. We are committed to ensuring the safety and wellbeing of all children during arrival and departure times through secure procedures, effective communication, and careful supervision.

Our service will:

- Ensure children are delivered to, and collected from, the service safely
  - Verify the identity of persons collecting children
  - Maintain accurate attendance records
  - Protect children from unauthorized collection
  - Communicate effectively with families about arrival and departure procedures
  - Manage late collection appropriately
- 

### **SCOPE**

This policy applies to:

- All children enrolled at the service
  - The approved provider, nominated supervisor, educators and staff
  - Parents, guardians and authorized persons
  - All persons delivering or collecting children from the service
  - All arrival and departure times at the service
- 

### **LEGISLATIVE REQUIREMENTS**

This policy is based on the following legislation and standards:

#### **Education and Care Services National Law Act 2010**

- Section 165: Offence to inadequately supervise children
- Section 167: Offence relating to protection of children from harm and hazards

#### **Education and Care Services National Regulations 2011**

- Regulation 99: Children leaving the education and care service premises
- Regulation 123: Educator-to-child ratios
- Regulation 158: Children's attendance record to be kept by approved provider
- Regulation 160: Child enrolment records to be kept by approved provider and family day care educator
- Regulation 168: Education and care service must have policies and procedures

#### **National Quality Standard**

- Quality Area 2: Children's Health and Safety



- Element 2.2.1: At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
- Quality Area 6: Collaborative Partnerships with Families and Communities
- Element 6.1.2: Current information about the service is available to families

#### **NSW-Specific Legislation:**

- Children and Young Persons (Care and Protection) Act 1998 (NSW)
  - Family Law Act 1975 (Commonwealth)
  - Work Health and Safety Act 2011 (NSW)
  - Privacy Act 1988
- 

#### **KEY DEFINITIONS**

**Authorized Person:** A person who has been given written authorization by a parent or guardian to collect a child from the service. The person must be 18 years or older and able to provide photo identification.

**Parent/Guardian:** A person who has legal responsibility for the care and wellbeing of a child, including parents, legal guardians, or persons with parental responsibility under a court order.

**Unauthorized Person:** A person who is not listed as a parent, guardian, or authorized person on the child's enrolment form, or a person subject to a court order restricting contact with the child.

**Attendance Record:** A legal document recording each child's arrival and departure times, and the signature of the person delivering or collecting the child.

**Late Collection:** When a child is not collected by the end of their booked session or by the service's closing time.

**Custody Order:** A legal order from a court that determines parental responsibility, living arrangements, and contact arrangements for a child.

---

#### **POLICY STATEMENT**

##### **1. Delivery of Children to the Service (Arrival)**

##### **Arrival Procedures:**

When a child arrives at the service:

- The parent/guardian or authorised person must accompany the child into the service
- Children must never be left unattended at the entrance or in the car park
- The parent/guardian or authorised person must sign the child in with their parent pin on the class iPad on the OWNA app
- The sign-in must include: child's name, time of arrival, and signature of person delivering
- The child must be handed directly to an educator
- The educator will acknowledge the child's arrival and greet the family
- Any relevant information about the child's health, wellbeing, or special requirements must be communicated to the educator
- The child is not considered to be in the service's care until signed in and handed to an educator

##### **Arrival Times:**



- Families should arrive within the child's booked session times
- If a child will be arriving late or absent, families should notify the service as soon as possible
- Consistent arrival times help children settle into routines

#### **Late Arrival:**

- If a child arrives significantly late without notification, educators will contact the family to ensure the child's safety
- Repeated late arrivals will be discussed with families to find solutions

## **2. Collection of Children from the Service (Departure)**

#### **Collection Procedures:**

When a child is collected from the service:

- Only parents, guardians, or authorised persons may collect a child
- The person collecting must be 18 years or older
- Educators will verify the identity of any person collecting a child who is not known to staff
- Photo identification (driver's license, passport, etc.) may be requested
- The person collecting must sign the child out on the OWNA app
- The sign-out must include: child's name, time of departure, and signature of person collecting
- An educator will hand the child directly to the authorised person
- Information about the child's day will be shared verbally and/or in writing
- The child's belongings will be returned
- The child remains in the service's care until signed out and handed to the authorised person

#### **Handover of Care:**

- Educators will ensure the authorised person is ready and able to take responsibility for the child
- Children will not be released to a person who appears to be under the influence of alcohol or drugs
- If concerns arise, see section 6: Special Circumstances

## **3. Authorised Persons**

#### **Authorisation Requirements:**

To be authorised to collect a child, a person must:

- Be 18 years of age or older
- Be listed on the child's enrolment form as an authorised person
- Have written authorisation from the parent/guardian
- Be able to provide photo identification if requested
- Be physically and mentally capable of caring for the child

#### **Adding or Removing Authorised Persons:**

- Parents/guardians may add or remove authorised persons at any time by completing the relevant form
- Changes must be made in writing and signed by the parent/guardian
- Verbal requests to add authorised persons will not be accepted (except in emergencies)
- The service will update records immediately upon receiving written authorisation



### **Temporary Authorisation:**

In emergency situations where a parent needs someone not on the authorised list to collect their child:

- The parent must provide written authorisation (email or text is acceptable)
- The service will verify the request by calling the parent
- The person collecting must provide photo identification
- The temporary authorisation will be documented
- This is for one-time emergency use only; regular collection arrangements should use the standard authorisation process

## **4. Attendance Records**

### **Record Keeping Requirements:**

In accordance with Regulation 158, the service will maintain an attendance record that includes:

- The child's full name
- Time of arrival (signed in)
- Time of departure (signed out)
- Signature of person delivering the child
- Signature of person collecting the child
- Signature of educator receiving or releasing the child

### **Accuracy and Compliance:**

- Attendance records must be completed accurately every day
- Times recorded must be the actual time of arrival/departure
- Records must not be completed in advance
- Educators are responsible for ensuring records are completed
- Attendance records are legal documents and may be required in emergencies
- Records will be stored securely and retained for 3 years

## **5. Late Collection of Children**

### **When a Child is Not Collected on Time:**

If a child has not been collected by the end of their booked session or closing time:

- Educators will attempt to contact the parents/guardians by phone
- If parents cannot be reached, educators will contact emergency contacts in the order listed on the enrolment form
- The child will be supervised by at least two educators (for child protection)
- The child will be kept comfortable, calm, and reassured
- Continued attempts will be made to contact authorised persons
- Late collection will be documented

### **If No Contact Can Be Made:**

If after one hour no authorised person can be contacted or has arrived:

- The nominated supervisor will be notified
- Contact will be made with the local police



- The Family and Community Services (FACS) Child Protection Helpline may be contacted (132 111) for advice
- The approved provider will be notified
- The child will remain in the care of the service until appropriate arrangements are made

#### **Late Collection Fees:**

- Late collection fees may apply as outlined in the service's fee policy
- Families will be invoiced for late collection fees
- Repeated late collection may result in termination of enrolment

## **6. Special Circumstances**

#### **Person Appears Intoxicated or Incapable:**

If an authorised person arrives to collect a child and appears to be under the influence of alcohol or drugs, or otherwise incapable of safely caring for the child:

- The nominated supervisor will be notified immediately
- The person will be asked to arrange alternative collection
- Other authorised persons will be contacted
- The child will not be released if there are serious concerns for their safety
- Police may be contacted if necessary (000)
- The incident will be documented
- Child protection authorities may be notified if required

#### **Custody Arrangements and Court Orders:**

- Parents/guardians must inform the service of any custody arrangements or court orders affecting their child
- A copy of any relevant court order must be provided to the service
- The service will comply with all valid court orders
- If a person named in a court order attempts to collect a child, educators will politely explain the situation and refuse collection
- Police will be called if necessary
- Court orders will be kept confidentially in the child's file

#### **Unauthorised Persons:**

If a person not authorised to collect a child attempts to do so:

- The person will be politely informed that they are not authorised
- The nominated supervisor will be notified immediately
- Educators will contact the parents/guardians to verify the request
- The child will not be released unless proper authorisation is received
- If the person becomes aggressive or threatening, police will be called (000)
- The child will be kept safe and away from the situation
- The incident will be documented

#### **Children Under 18 Collecting Children:**

- Children will not be released to persons under 18 years of age
- This includes older siblings, cousins, or friends
- If a person under 18 arrives to collect, educators will contact the parent/guardian



- Alternative collection arrangements will be made

## **7. Safety and Supervision During Arrival and Departure**

### **Supervision Requirements:**

- Educator-to-child ratios will be maintained at all times, including during arrival and departure
- Active supervision will be maintained during busy arrival and departure times
- Educators will position themselves strategically to supervise all children
- Additional educators may be rostered during peak times

### **Car Park and Entry Safety:**

- Families are reminded to hold children's hands in car parks
- Children must be supervised at all times until signed in
- Gates and doors will be closed and secured after entry/exit
- Families are responsible for supervising their children until they are signed in
- After signing out, families are responsible for supervising their children

### **Secure Entry:**

- Entry and exit points will be secured to prevent unauthorised access
- Families must ensure doors/gates are closed behind them
- Families must not allow unknown persons to enter with them

## **8. Communication with Families**

### **Information Sharing:**

- Educators will share information about the child's day at collection time
- Important information will be communicated verbally and in writing
- Daily reports, learning portfolios, or communication books may be used
- Families are encouraged to share relevant information about their child at drop-off

### **Updated Contact Information:**

- Families are responsible for keeping contact information current
- Changes to authorised persons must be provided in writing
- The service will request updated information regularly

## **EDUCATOR AND STAFF RESPONSIBILITIES**

### **Nominated Supervisor/Person in Day-to-Day Charge:**

- Ensure all staff understand and follow this policy
- Ensure attendance records are maintained accurately
- Maintain current enrolment information including authorised persons
- Manage late collection situations
- Handle special circumstances and emergencies
- Ensure educator-to-child ratios are maintained during arrival and departure
- Communicate with families about collection arrangements

### **All Educators and Staff:**

- Greet families warmly and professionally
- Ensure children are signed in and out correctly





- Verify the identity of persons collecting children
- Check authorised person lists before releasing children
- Hand children directly to authorised persons
- Refuse to release children to unauthorised persons
- Share information about the child's day
- Maintain supervision during arrival and departure times
- Report concerns to the nominated supervisor
- Maintain confidentiality

## **FAMILY RESPONSIBILITIES**

Families are responsible for:

- Accompanying their child into the service and signing them in
- Handing their child to an educator before leaving
- Supervising their child until signed in
- Providing accurate and current contact information
- Providing written authorisation for all persons who may collect their child
- Updating authorised person lists when changes occur
- Collecting their child on time
- Notifying the service if collection will be late
- Signing their child out and collecting them from an educator
- Supervising their child after signing out
- Ensuring gates and doors are closed behind them
- Informing the service of any custody arrangements or court orders
- Communicating relevant information about their child to educators
- Following car park safety procedures

---

## **RELATED POLICIES AND PROCEDURES**

- Enrolment and Orientation Policy
- Supervision of Children Policy
- Child Safe Environment Policy
- Privacy and Confidentiality Policy
- Emergency and Evacuation Policy
- Incident, Injury, Trauma and Illness Policy
- Fees Policy
- Child Protection Policy
- Interactions with Children Policy

---

## **REFERENCES AND RESOURCES**

- ACECQA: Guide to the National Quality Framework
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard



- Australian Children's Education and Care Quality Authority (ACECQA) website: [www.acecqa.gov.au](http://www.acecqa.gov.au)
  - Family Law Act 1975 (Commonwealth)
  - Children and Young Persons (Care and Protection) Act 1998 (NSW)
  - NSW Family and Community Services (FACS) Child Protection Helpline: 132 111
- 

## POLICY REVIEW

This policy will be reviewed every two years or more frequently if required due to:

- Legislative changes
- Changes in best practice
- Following an incident related to collection or delivery
- Feedback from families, educators or staff
- Following regulatory assessment and rating
- Changes to service operations

**Date policy was last reviewed:** 11/01/2026

**Date for next review:** 11/01/2028

**Reviewed by:** Director and Staff