



Delivery and Collection of Children Policy

Policy Number	QA7/5	Title	Delivery and Collection of Children Policy
Revision	2.0	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	1.2	Effective Date	August 2025

1. Policy Statement

Eastwood Heights OOSH is dedicated to safeguarding the health, safety and wellbeing of every child during their arrival at and departure from the service. We understand that transitions are key moments in a child's day and must be managed with consistency, vigilance, and care. Our policy ensures children are only released into the care of authorised individuals, that attendance is accurately recorded, and that families are supported to fulfil their responsibilities in partnership with our educators. We are committed to meeting all regulatory obligations and maintaining best practice to ensure children experience a secure and welcoming start and end to each day

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and collection from, the service premises. Children's safety and wellbeing is of primary importance, and approved providers and their services must ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons. The transition of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Safeguarding children during their delivery to, and collection from, the service premises can be enabled by the creation of policies and procedures and an effective process for their implementation.

3. Procedure

The following procedures outline the actions required to ensure the safe and compliant delivery and collection of children at the service. They clarify roles, expectations, and steps to follow during standard operations as well as in exceptional or emergency circumstances.

3.1. Delivery Of Children

Children are not considered to be in care until signed in via the attendance roll for Before School Care and Vacation Care or marked by an educator at roll call for After School Care. Children must not be left unattended at the Service before operating hours.

The authorised individual delivering the child must sign the child in on the attendance system and exchange any necessary information, and document any medication requirements as per the Medical Conditions and Administration of Medication policies. To further this, the authorised individual has a responsibility to be the only one to handle the attendance record.

If a child leaves and returns to the Service (eg. extracurricular), arrangements must be documented.

3.2. Acknowledgement of Arrival

For After School Care sessions, educators are encouraged to greet each child upon arrival and ensure attendance records are updated immediately. This ensures educators are aware of each child's presence and can begin duty of care from the moment the child arrives.

For Vacation Care and Before School Care sessions, educators are encouraged to greet each child and the person/s delivering the child to the service. Any unknown individuals delivering the child will be brought up to the Responsible Person in Charge who will then contact parents/ guardians to ensure the safety of the child.

3.3. Collection of Children

Children must be collected by the closing time of the Service. Any person collecting a child from the Service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis. The parent or authorised nominee who is collecting a child must sign the attendance register and record the time of collection.

A child under the age of 16 is generally not permitted to sign out another child. However, in emergencies or other special circumstances, children under the age of 16 may be allowed to collect their sibling(s). Parents or Guardians should contact the Service beforehand to advise of and authorise such occurrences and then initial the roll the next time they are in the Service to ensure procedures set out by the Department of Education are followed.

Educators will be aware of each child's departure from the Service and ensure children are only collected by an authorised nominee listed on their collection list. Where a child's parent or authorised nominee(s) cannot collect the child and someone not on the collection list will be collecting instead, the Service must be notified by phone as soon as possible by an authorised nominee. Written authorisation of who is to collect should be gained wherever possible, however verbal consent and an identification check will be sufficient in the case of an emergency.

3.4. Absent or Missing Children

If a child is expected but does not arrive at the Service without prior notice, educators will immediately contact the child's parent or authorised nominee(s) to confirm the child's whereabouts.

If the child is still unable to be located and was expected to attend, the Nominated Supervisor or Responsible Person will initiate the Missing Child Procedure, which includes a systematic search of the premises (if applicable), contacting the school (if relevant), initiating a lockdown and informing the police or child protection services (if necessary) .

A report will also be submitted to the Regulatory Authority as a serious incident, and the service will maintain all documentation related to the steps taken. Support will be offered to

the family and other children as required.

3.5. Late Collection

If a child has not been collected by closing time, educators will make every attempt to contact the child’s parents or authorised nominees listed on the enrolment form. Two staff members will remain with the child at all times, offering reassurance and maintaining supervision in a safe, quiet space.

If no authorised nominee can be contacted within 30 minutes of closing time, the Responsible Person in Charge will contact the police and/or Child Protection Helpline for further instructions. The incident will be documented and reported to the Regulatory Authority as required.

If the educators present are unable to remain at the Service to care for the child, the Nominated Supervisor (or other responsible person in charge) will ensure the wellbeing of the child. This could include them adopting any of the following options:

- Educators who have agreed to make themselves available will be contacted and asked to relieve present educators as soon as they are able
- The EHOOSH Parent Management Committee will send a representative to relieve one or both of the present educators as soon as possible
- The Department of Family and Community Services (FACS) may be contacted

Families will be reminded of their responsibility to collect children on time and may incur a late collection fee as per the service’s fee schedule. Repeated late collections may trigger a review of the family's enrolment agreement.

4. Roles and Responsibilities

Approved Provider

- Ensure policies and procedures meet legislative requirements and are implemented effectively.
- Allocate adequate resources and support for staff training on safe arrival and departure procedures.
- Monitor compliance and quality improvement through regular audits and feedback mechanisms.
- Respond to any identified risks, breaches or incidents involving unauthorised collection.

Nominated Supervisor	<ul style="list-style-type: none"> • Develop and review the Delivery and Collection of Children Policy. • Lead the implementation of arrival and departure procedures. • Ensure staff are trained in policy requirements and procedures. • Maintain up to date records of authorised nominees and enrolment documentation. • Coordinate and support educators during transitions, particularly during busy periods. • Liaise with families about changes to collection arrangements. • Investigate and report any incidents or patterns of concern.
Responsible Person in Charge	<ul style="list-style-type: none"> • Supervise the sign-in and sign-out process daily. • Support educators to manage smooth transitions and address issues immediately. • Ensure compliance with attendance documentation requirements. • Implement and document actions taken in missing or late collection scenarios. • Communicate effectively with families and regulatory authorities as required.
Educators and Support Staff	<ul style="list-style-type: none"> • Greet and farewell children and families warmly to support emotional security. • Maintain accurate and timely records of arrival and departure. • Monitor who collects each child, ensuring only authorised nominees do so. • Follow up inconsistencies in arrival or collection patterns with the Responsible Person. • Escort children safely to and from school where relevant. • Communicate respectfully with families about policies, procedures, and any concerns. • Provide supervision until a child is safely collected.

Families	<ul style="list-style-type: none"> • Ensure all enrolment and authorised nominee details are accurate and up to date. • Communicate collection arrangements clearly and in a timely manner. • Notify the Service of delays or changes in collection. • Sign in and out daily and interact with educators to exchange key information. • Cooperate with all safety and security measures regarding their child's transitions. • Reinforce expectations with children around collection routines and safety.
Welcome Desk Educator	<ul style="list-style-type: none"> • Act as the first point of contact for families during afternoon sessions. • Greet parents and caregivers professionally and warmly upon arrival. • Check identification and verify authorised collection if required. • Contact educators to send for children being collected. • Maintain awareness of the flow of families through the premises for safety. • Ensure communication between families and educators is facilitated respectfully and efficiently. • Report any concerns or inconsistencies in collection to the Responsible Person.

5. References

5.1. Statutory Authority

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011

- NSW Children and Young Persons (Care and Protection) Act 1998
- NSW Child Protection (Working with Children) Act 2012

5.2. Relevant Service Policies

- Enrolment and Orientation Policy
- Medical Conditions Policy
- Administration of Medication Policy
- Acceptance and Refusal of Authorisations Policy
- Child Protection Policy
- Incident, Injury, Trauma and Illness Policy

5.3. National Frameworks

- National Quality Standard (NQS)
- My Time, Our Place (MTOP)
- Child Safe Standards

6. Legislative Requirements.

Education and Care Services National Law Act 2010

Regulation 86	Notification of incidents
Regulation 87	Incident, injury, trauma and illness record
Regulation 99	Children leaving the education and care premises
Regulation 102AAB	Risk assessment for excursion – safe arrival of children

Regulation 102AAC	Conduct of risk assessment for safe arrival procedures
Regulation 158	Children's attendance record to be kept by approved provider
Regulation 159	Children's attendance record to be signed by a parent or authorised nominee
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed

Revision Chronology

Version Number	Date	Reason for Change
1.0	October 2018	Review and Evaluation
1.1	March 2021	Edited and Reviewed
1.2	April 2021	Endorsed by OOSH executive committee
2.0	August 2025	Reviewed and updated into new policy template