DELIVERY AND COLLECTION OF CHILDREN

QUALITY AREA 2 – CHILDREN'S HEALTH AND SAFETY

PURPOSE

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

- children are given into the care of a parent/guardian or authorised nominee named in the child's enrolment record, or a person authorised by the parent/guardian or authorised nominee
  Note: Authorised Nominees for collecting children must be aged 16 years or older
- children leave in accordance with the written authorisation of the child's parent or authorised nominee
- Children are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee
- Children are 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

POLICY STATEMENT

GUIDING PRINCIPLES

Sparkways is committed to:

- the safety, health and wellbeing of the children at our service
- ensuring all (Service Name) policies and procedures safeguard the safe delivery and collection of children being educated and cared for at the service
- ensuring that service leaders, ECT's, educators and staff are provided with 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, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of Sparkways, including during offsite excursions and activities.

R indicates legislation requirement, and should not be deleted

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/guardians	Contractors, volunteers and students
Ensuring that obligations under the *Education and Care Services National Law and National Regulations* are met	R	√	√	√	√
Taking reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the *Delivery and Collection of Children policy* and procedures	R				
Ensuring that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection	R				
Ensuring parents/guardians have completed the authorised nominee *(refer to Definitions)* section of their child's enrolment form, and that the form is signed and dated *(refer to Enrolment and Orientation Policy) Regulation 160, 161*	R	√		√	
Providing an attendance record *(refer to Definitions)* that meets the requirements of *Regulation 158(1)* and ensure the arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day	R	√			
Ensuring the arrival and departure times are recorded in the attendance record is by the parent/guardian, authorised nominee, nominated supervisor or an educator, detailing the child's time of arrival and departure from the service *(Regulation 158(1))*	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 any other service which provides education or care to children	R	√			
Developing safety procedures for the mass arrival and departure of children from the service	R	√	√		
Ensuring educators and parents 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 is kept for each child which contains the information set out in *Regulations 160 and 161*, including authorisations from families	R	√			
Ensuring a child does not leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these *(refer to Attachment 2)* or in the case of a medical or other emergency *(Regulation 99) (refer to Acceptance and Refusal of Authorisations Policy, Dealing with*	R	√	√		√

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/guardians	Contractors, volunteers and students
Medical Conditions Policy, Incident, Injury Trauma and Illness Policy and Child Safe Environment Policy) **Note:** Authorised Nominees to collect children must be aged 16 years or older, except in exceptional/one-off circumstances where a parent/guardian has submitted a written request (e.g. for collection by a 15yo sibling), the CD/NS is comfortable that risks have been addressed, and written permission has been obtained from the Area Manager.					
Refusing to allow a child to depart from the service with a person who is not the parent/guardian or authorised nominee, or where there is no written authorisation of one of these *(refer to Attachment 2) (refer also to Acceptance and Refusal of Authorisations Policy)*	R	√	√	√	√
Ensuring a child is not taken outside the service premises on an excursion or regular outing except with the written authorisation of a parent/guardian or authorised nominee *(refer to Excursions and Service Events Policy)*	R	√	√	√	√
Ensuring authorisation procedures are in place for excursions, regular outings and other service events *(refer to Excursions and Service Events Policy),* including the authorisation for transporting children *(Regulation 102D)*	R	R	√		
Ensuring that there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency *(refer to Emergency and Evacuation Policy and Incident, Injury, Trauma and Illness Policy)*	R	√			
Implementing the authorisation procedures outlined in *Attachment 1* in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child	R	√			
Ensuring that parents/guardians or authorised nominees are contacted in the event that an unauthorised person arrives to collect a child from the service, and that appropriate procedures are followed *(refer to Attachment 1)*	R	√			
Following the authorisation procedures *(refer to Attachment 1)* and contacting the parents/guardians 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 *(refer to Attachment 3)*	R	√	√	√	√
Following procedures in the event that an inappropriate person *(refer to Definitions)* attempts to collect a child from the service *(refer to Attachment 3)*	R	√	√		√

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/guardians	Contractors, volunteers and students
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 *(refer to Definitions)*		√	√		√
Keeping a written record of all visitors to the service, including time of arrival and departure	R	√	√		
Ensuring procedures are in place for the care of a child who has not been collected from the service on time *(refer to Attachment 4)*	R	√			
Following procedures for the late collection of children *(refer to Attachment 4)*	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 *Fees Policy*				√	
Ensuring that 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 *Regulations 123 and 360 (refer also to Supervision of Children Policy)*	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 *Incident, injury, trauma and illness policy (Regulations 86 and 87)*	R	√	√		√
Ensuring children are adequately supervised at all times *(refer to Supervision of Children Policy)*	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 DET in writing within 24 hours, and the parents as soon as is practicable, in the event of a serious incident *(refer to Definitions)*, including when a child has left the service unattended by an adult or with an unauthorised person *(Regulations 12, 86, 176)*	R	√			

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/guardians	Contractors, volunteers and students
Providing parents/guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the service	R	√			
Ensuring that early childhood teachers; educators, staff and parents/guardians comply with the service's *Road Safety and Safe Transport Policy*	R	√	√	√	√
Displaying an up-to-date list of the telephone 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 the child is 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 is legally under the care and supervision of the parent/guardian *(refer to Supervision of Children Policy).*

The child may only leave the service in the care of a parent/guardian, 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).*

The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to determine if a person under the age of 18 is able to be an authorised nominee and, if so, what constitutes the minimum acceptable age at that service.

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
- 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 e.g. Approved provider, Nominated supervisor, Notifiable complaints, Serious incidents, Duty of care, etc. refer to the Definitions file of the Sparkways policy catalogue.

Inappropriate person: A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care 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) is any person who has not been listed as an authorised nominee on the child's enrolment form.

SOURCES AND RELATED POLICIES

SOURCES

- Australian Children's Education and Care Quality Authority (ACECQA): www.acecqa.gov.au
- Department of Education and Training (DET) Licensed Children's Services, phone 1300 307 415 or email licensed.childrens.services@edumail.vic.gov.au

RELATED POLICES

- 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 and Safe Transport
- Supervision of Children

EVALUATION

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

- seek feedback from people 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
- notifying 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)*.

ATTACHMENTS

- Attachment 1: Authorisation procedures
- Attachment 2: Authorisation Form
- Attachment 3: Procedures to ensure the safe collection of children
- Attachment 4: Procedures for the late collection of children
- Attachment 5: Late Form

AUTHORISATION

This policy was confirmed by Sparkways on 26/11/2025

REVIEW DUE: November 2026

ATTACHMENT 1

AUTHORISATION PROCEDURES

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

The nominated supervisor will:

request that the parent/guardian 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

accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email or fax, provided the following procedure is followed:

all details of the person collecting the child, including the name, address and telephone number of the person must be obtained

two educators take the verbal authorisation message (recommended by DET)

the verbal authorisation is documented and stored with the child's enrolment record for follow-up

photo identification is obtained to confirm the person's identity on arrival at the service

ensure that parents/guardians or authorised nominees follow up a verbal authorisation by completing an Authorisation Form *(refer to Attachment 2)* when next at the service, or by adding details of the new authorised nominee to the child's enrolment form

ensure that fax or 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/guardian 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 in the event that written authorisation is not provided for further follow-up

ATTACHMENT 2

AUTHORISATION FORMS

Authorisation form – Post verbal/email approval follow up

To be used as a follow-up to a verbal/email authorisation when the parent/guardian or authorised nominee is next at the service.

I _____authorised by telephone/email (please circle)

for my child/ren (write name/s)_____

to be collected from Sparkways on [Date] by:

Name: _____

Address: _____

Telephone number: _____

This was a one-off occasion and this person is not to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed _____(Parent/guardian or authorised nominee)

Date: _____

This form will be attached to the child's enrolment form.

Authorisation form – Prior written approval

To be used where the parent/guardian or authorised nominee is able to provide prior written authorisation

I _____ authorise

Name: _____

Address: _____

Telephone number: _____

to collect my child/ren (write name/s)_____

from [Service Name] on [Date].

This will be a one-off occasion and this person is not to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed _____(Parent/guardian or authorised nominee)

Date: _____

This form will be attached to the child's enrolment form.

ATTACHMENT 3

PROCEDURES TO ENSURE THE SAFE COLLECTION OF CHILDREN

Early childhood professionals have a duty of care not to endanger children at the service 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/guardians 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.

- Consult with the nominated supervisor or the approved provider, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the nominated supervisor or the approved provider fears for the safety of the child, themselves or other service staff at any time, call 000 or contact the police immediately.
- Complete the Incident, Injury, Trauma and Illness Record and file with the child's enrolment form.
- Inform the approved provider as soon as is practicable, and at least within 24 hours of the incident.
- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring *(refer to Definitions)*.

ATTACHMENT 4

PROCEDURES FOR THE LATE COLLECTION OF CHILDREN

Scenario 1: The service has been notified of the late collection and there is an agreed time

Where a parent/guardian or authorised nominee has notified the service that they will be late collecting their child, and there is an agreed time for collection, the nominated supervisor/responsible person in charge is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- for safety purposes, ensuring that at least two staff remain on site at all times
- contacting parents/guardians or the authorised nominees if the child has not been collected by the agreed time, and informing the Area Manager of the situation
- following the steps listed in scenario 4 (below) if parents/guardians or the authorised nominee do not arrive to collect the child, cannot be contacted, or a reasonable collection time cannot be agreed.

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

Where a parent/guardian or authorised nominee is late collecting their child and has not notified the service that they will be late, the nominated supervisor/responsible person in charge is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- for safety purposes, ensuring that at least two staff remain on site at all times
- contacting parents/guardians or the authorised nominees to request collection and confirming an agreed time
- informing the Area Manager of the situation
- following the steps listed in scenario 4 (below) if the parents/guardians or authorised nominees cannot be contacted, or a reasonable collection time cannot be agreed, or the child has not been collected by the agreed time

Scenario 3: The service has not been notified of the late collection, the parent can be contacted, however a reasonable collection time cannot be agreed

Where a parent/guardian or authorised nominee is late collecting their child, has not notified the service that they will be late, can be contacted however a reasonable time for collection cannot be agreed, the nominated supervisor/responsible person in charge is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- for safety purposes, ensuring that at least two staff remain on site at all times
- informing the Area Manager of the situation
- following the steps listed in scenario 4 (below)

Scenario 4: The child has not been collected and a parent/guardian/authorised nominee is unable to be contacted

Where the parent/guardian or authorised nominee is late collecting their child and is unable to be contacted, the nominated supervisor/responsible person in charge is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- for safety purposes, ensuring that at least two staff remain on site at all times
- informing the Area Manager of the situation.
- Continuing attempts to contact the parent/guardian and authorised nominees and agree on a reasonable time for collection

NOTE: A parent/guardian can give permission for a person who is not yet an authorised nominee to collect their child. This should be provided in writing – e.g. via email or text message – and stored with the child's enrolment record. If written permission cannot be given (e.g. due to the parent driving), verbal permission must be witnessed by two staff members and recorded in the child's enrolment record (refer to Attachment 2: Authorisation Forms). The enrolment record should be updated to include this person as an authorised nominee as soon as possible.

- contacting Child Protection or the Police if parents/guardians/authorised nominees cannot be contacted, are unable to collect the child, or a reasonable collection time cannot be agreed.

  NOTE: The decision to contact Child Protection or the police is to be determined in consultation with the Area Manager.

- notifying DET as soon as is practicable

Late collection follow-up actions

Fees

A late collection fee may be charged in accordance with the relevant *Fees Policy* of the service (Kinder or Early Learning & Care) in all of the above scenarios.

Enrolment

Sparkways will work collaboratively with families and support the implementation of strategies to ensure children are collected on time. This may include referrals to support services. However, Sparkways may review a child's enrolment, if late collection remains an ongoing issue.

Policies and Documentation

Parents should be provided with a copy of the Delivery and Collection of Children Policy, and the relevant Fees Policy (Kinder or Early Learning & Care).

Each instance of late collection should be documented and signed by the family to confirm their understanding of the discussion that has taken place. This can be done using the Late Form (refer ATTACHMENT 5) or in a file-note.

ATTACHMENT 5

LATE FORM

This form is to be used to document instances of late collection of children and to confirm the follow-up discussion that has taken place with parents/guardians.

Service Name:		
Child Name:		
Child DOB:		
Date of Late Collection:		
Time of Late Collection:		
Minutes Late:		
Reason for Late Collection:		
Details of Discussion	**Yes/No**	**Comments**
Discussion held with Parent/Guardian re: Requirements for Collection of Children:		
Relevant Policies provided to Parent/Guardian: Delivery & Collection of Children; Fees (Kinder or Early Learning & Care):		
Discussion held with Parent/Guardian re: potential late fee payment and impact on enrolment as per policies:		
Discussion held with parent re: strategies to support collecting children on time, including assistance from support services if required:		
Other comments:		

Signatures	
Date:	
Staff Member Name:	
Staff Member Role:	
Staff Member Signature:	
Parent/Guardian Name:	
Parent/Guardian Signature:	