



The Delivery and Collection of Children Policy

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Policy Statement

Child Australia’s Early Learning and Outside School Hours Care Services will ensure that the attendance of all children enrolled in the service is accurately recorded in accordance with regulatory and government guidelines. Families are required to personally deliver and collect their children or arrange with the service for an authorized person to do so. The service’s procedures for delivery and collection must be followed in every instance, to ensure the safety and well-being of children.

Rationale

All children have the right to experience quality care in an environment which provides for their health and safety. The Education and Care Services National Law Act 2010 requires that Approved Provider and Nominated Supervisor take reasonable care to protect children from foreseeable risk of harm. Ensuring that children are only released to authorized persons is a key aspect of children’s safety.

Responsibilities

The Child Australia Early Learning Services and Outside School Hours Care Services ensures accurate attendance records and prioritises children’s safety and well-being. Families, staff, and management share the following key responsibilities:

Families:

- Deliver and collect children on time, ensuring all sign-in/out procedures are completed daily.
- Provide and update accurate emergency contact and authorised collector information.
- Submit documentation for absences and Child Care Subsidy (CCS) eligibility.
- Comply with service operational and childcare subsidy hours and legal agreements, including providing court orders or restraining orders (VRO) if applicable.



Staff and Educators:

- Maintain accurate attendance and ratio head counts throughout the day.
- Ensure only authorised individuals collect children, verifying identity when necessary.
- Follow procedures for late collection, custody disputes, and VRO enforcement.

Management:

- Provide families with clear procedures for delivery and collection of children.
- Communicate regulatory updates and remind families of re-enrolment requirements.
- Engage families in discussing strategies for consistent compliance with service policies.

Procedures

- The Delivery and Collection of Children Policy will be made available to parents at the time of enrolment.
- The service will ask families to update their own and their emergency contact numbers as required.
- The service will ask parents to update enrolment information annually prior to the calendar year end.
- Families must put contactable emergency contacts on the enrolment form for the enrolment to be accepted.

Arrival Procedures

Service Opening Time

- Parents must not enter Child Australia's Services prior to the official opening time.

Signing In

- Upon arrival, parents are responsible for signing in their child's arrival time using a digital system, before proceeding to drop their child off in the assigned room.
- If no place has been booked and the child cannot be signed in on the digital system due to, they cannot be accepted into care until:
 - The nominated supervisor, Service Manager, or Responsible Person confirms availability.



- The child is added to the Digital Roll, allowing the parent to complete the sign-in process.

Physical Roll

- Children must also be added to the Physical Roll upon arrival.

Notifying the Educator

- Families must report directly to an educator upon arrival to:
 - Signal their arrival.
 - Ensure the child is marked on the Physical Roll for ratio head counts.

Staffing and Ratios

- Parents cannot leave the premises if there is insufficient staffing due to emergencies such as late staff arrival (e.g., car trouble, illness, or unforeseen circumstances).
- Parents are asked to remain on-site and support staff in maintaining safety and regulatory compliance until additional staff or casual educators arrive.

Handing Over the Child

- Young children must be handed directly to an educator upon arrival.

Welcoming Families and Children

- Educators will greet families and children upon arrival and assist in engaging them in the planned activities for the day.

Medication Procedure

- Any medications must be handed directly to an educator.
- The educator will:
 - Follow the Administering Medication Policy, i.e. verify that the parent has completed an **Authority to Administer Medication Form**, that the medication has been prescribed by a medical professional for the child and has a label stating this attached or is listed on the child's Medical Action Plan and has been handed in its original container.
 - Store the medication appropriately as per service guidelines.



- Administering medication for ongoing medical conditions, see Ongoing Medical Conditions Policy

Exchange of Information

- Families and educators may exchange important information during arrival.
- If private or personal details need to be discussed, the conversation will take place in a secluded area to ensure confidentiality, if possible, without compromising ratio requirements and/ or supervision needs.

Collection Procedures

Collection Time

- Parents must collect their children before the service closes (see close time for Service on the Display in Foyer)
- A late collection fee will be charged for pickups after close time.

Authorised Collectors

- The names and contact numbers of all authorised persons allowed to collect the child must be included on the Enrolment Form.
- Any changes to authorised persons must be provided in writing by the enrolling parent/guardian as soon as possible.
- If an authorised person will collect the child, the enrolling parent/guardian must inform the service and confirm the arrangement in advance.

Requirements for Authorised Persons

- Authorised persons must be at least 18 years old, except in cases where the person is the parent/legal guardian of the child and under 18 years old.
- If the authorised person is not known to the service, they must provide photo identification.

Procedure When an Unauthorised Person Arrives

- If someone other than the enrolling parent/guardian arrives to collect the child without prior notification:
 - The nominated supervisor/educator will contact the enrolling parent/guardian to obtain their written authorisation wherever possible.



- The child will not be released until proper authorisation is received.

Risk Concerns During Collection

- Children will not be released to any person (including parents/guardians) if there is an apparent risk to the child's safety.
- If necessary, the service will contact another authorised person to collect the child.
- If no other authorised person can be reached, staff will notify the Approved Provider (or Nominated Supervisor) and seek advice from appropriate authorities.

Late Collection Beyond Closing Time

- If a child has not been collected 30 minutes after closing time and the parent/guardian or other emergency contacts cannot be reached:
 - The Responsible Person will notify the Approved Provider (or Nominated Supervisor).
 - The service may contact the police to check for emergencies or request assistance in locating the parent/guardian.

Involving Authorities

- Educators may contact the child protection agency, regulatory authority, or police as needed and mandated by relevant laws and regulations.
- The Approved Provider or Nominated Supervisor will be kept informed of all developments.

Confirmation of Collection

- Once the child has been collected by an authorised person or as instructed by authorities, educators will update all relevant parties (e.g., regulatory authority, police) as required.

Management of Attendance Procedure

Attendance Records Management

- The Responsible Person will ensure accurate attendance records are maintained and reviewed daily.
- Attendance records will include Ratio Head Counts throughout the day, in accordance with the Supervision and Active Supervision Policy.



Signing In and Out

- The enrolling parent/guardian or authorised person must:
 - Sign the child in upon arrival and out upon departure.
 - Record the exact times of arrival and departure on the attendance record.
- If signing in or out is missed, the parent/guardian must confirm the attendance on their next visit, as recorded by the educators.

Absences

- If a child does not attend the service for any reason:
 - The absence type (e.g., illness, holiday) will be recorded on the attendance or allowable absence record by the service.
 - The parent/guardian must verify the absence by signing the attendance record and providing any necessary documentation (e.g., medical certificates).

Child Care Subsidy Requirements

- Families must complete the attendance records accurately to remain eligible for the Child Care Subsidy (CCS).
- Failure to provide accurate documentation for absences or attendance records may result in:
 - Loss of eligibility for CCS.
 - Possible CCS revocation during reconciliation periods, such as when tax returns are processed.

Parental Responsibility

- It is the responsibility of parents/guardians to:
 - Provide accurate and complete information for CCS assessment to the relevant department.
 - Ensure all required documentation is submitted promptly to avoid disruption to CCS payments.

Service Communication

- The service will communicate with families to:
 - Remind them of their obligations to complete attendance records accurately.



- Provide support and information on CCS requirements and documentation processes.

Late Collection Procedure

1. Child Australia's Services opening and closing are displayed at the entry.
2. Parents/guardians must ensure their child is collected before closing time.
3. If unavoidable delays occur, parents/guardians must:
4. Call the service to advise of their lateness and estimated arrival time.
5. Arrange for another authorised adult to collect the child if they cannot arrive on time, notifying the service in writing where possible.

Late Collection Process:

- If the child is not collected within 10 minutes of the agreed time and no contact has been made, the service will:
 - Call the parents/guardians.
 - Contact emergency persons listed on the enrolment form if the parent cannot be reached.
- If no one is available to collect the child 30 minutes after closing, the service will:
 - Notify the Operational Lead (or nominated supervisor).
 - Contact child protection authorities, regulatory bodies, or the police as necessary.

Extraordinary circumstances, such as recorded traffic accidents or breakdowns, will be considered when administering late fees.

Child's Well-being:

- Educators will comfort and care for the child while arrangements are made.
- Authorities will be informed once the child has been collected.

Repeated Late Collection:

- If lateness becomes habitual, the service will meet with parents to discuss challenges and develop strategies to ensure timely pickups.



Family Custodial Arrangements and Disputes Procedures

Where a child attending the service is not living with both parents/guardians, or where disputes arise in relation to responsibility for the child the following will apply:

Parental Responsibility

- Parental responsibility is shared jointly and individually by both parents/guardians unless altered by a Family Court Order.
- In the absence of a court order, the service will release the child to any parent/guardian listed as an authorised person on the Enrolment Form.

Releasing the Child

- The child will only be released into the care of:
 - The enrolling parent/guardian.
 - Another person specifically authorised by the enrolling parent/guardian.
 - Exceptions apply if child protection authorities or the police direct otherwise under Australian Child Protection Laws.

Violence Restraining Orders (VROs)

If a **Violence Restraining Order (VRO)** is in place covering the enrolling parent or the child, the following steps will apply:

- The enrolling parent/guardian must provide a copy of the VRO to the service.
- The service will retain the VRO securely and ensure its conditions are strictly followed.
- If a restrained individual attempts to contact or collect the child in breach of the VRO, staff will:
 - Deny access to the individual.
 - Contact the enrolling parent/guardian immediately.
 - Notify the police of the breach.
- Staff will prioritise the safety and well-being of the child and other individuals at the service.



When a Non-Enrolling Parent Cites a Court Order

If a non-enrolling parent presents a Family Court Order granting them lawful access to the child:

- The educator/nominated supervisor will contact the enrolling parent/guardian to request their immediate attendance at the service to address the situation.
- If the enrolling parent/guardian cannot attend, the service will contact the police to resolve the matter.

Resolving Disputes

- The service will not act as an arbitrator in custody disputes. Any disputes about parental responsibility, access, or breaches of legal orders must be resolved through legal channels, such as the Family Court or the police.

Documentation Requirements

- Parents/guardians must provide copies of any Family Court Orders, Violence Restraining Orders (VROs), or other legal documents to the service.
- The service will retain these documents securely and ensure compliance with their conditions.

Protecting the Child's Safety

If a situation arises that places the child's or enrolling parent's safety at risk, staff will immediately:

- Contact the enrolling parent/guardian.
- Notify the police or child protection authorities if necessary.
- Take all reasonable measures to protect the child and other individuals at the service.

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Related Documents

Enrolment Form

Administering Medication Policy

Supervision and Active Supervision Policy

Ongoing Medical Conditions Policy

Annex

References

- Australian Government. (2010). *Education and Care Services National Law Act 2010*. Available at: <https://www.legislation.gov.au/Details/C2010A00129> [Accessed 29 Nov. 2024].
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- Legal Aid WA. (n.d.). *Violence Restraining Orders (VRO) Guidelines*. Available at: <https://www.legalaid.wa.gov.au> [Accessed 29 Nov. 2024].