

# DELIVERY AND COLLECTION OF CHILDREN POLICY

**Quality Areas:** NQS 2 - Children's Health and Safety, NQS 6 - Collaborative partnerships with families and communities and NQS 7 – Governance and leadership.

A light blue speech bubble with a white outline, containing the text 'Why this is important' in a dark blue, handwritten-style font.

Why this is important

**Policy Owner:** Safety and Compliance

## 1.0 Introduction and Purpose

Children's arrivals and departures are managed in a safe, consistent, and supportive manner, with the safety, rights, and best interests of the child as the paramount consideration. These processes are designed to support positive transitions for children and families, ensuring children feel secure, welcomed, and supported when entering and leaving the centre. Required records are completed accurately and promptly to confirm each child's presence or absence, in accordance with legislative and regulatory requirements.

Robust arrival and departure procedures are essential to supporting children to transition smoothly between home and the education and care environment. These processes include the timely sharing of relevant information between families and team members to support continuity of care, wellbeing, and supervision. Clear, consistent communication and well-defined responsibilities ensure that each child's safety and emotional needs are met, while respecting children's rights to be supported, informed, and cared for during these critical transition points.

## 2.0 Who does this policy apply to:

All Team Members and Families

## 3.0 What is our Policy:

An accurate record of children's attendance is critical to ensuring team members and centre leadership teams understand the children in attendance so that child to team member ratios is being met by the centre.

A child may only leave the centre premises (the centre building including outdoor play spaces) under any of the following circumstances:

- a. A parent/guardian or authorised nominee ('**approved person**') collects the child
- b. A parent/guardian or approved person provides written authorisation for the child to leave the premises for an excursion or routine outing
- c. A parent/guardian or approved person provides written authorisation to be transported
- d. The child requires medical, hospital or ambulance treatment, or there is another emergency

### 3.1 Signing in and out

A parent/guardian or approved person is required to sign in and out via the Qikkids Kiosk on arrival and departure. Where a parent / guardian has failed to sign in out the centre will complete this process on their behalf. Reminders will be provided to ensure that this requirement is met.

### 3.2 Attendance sheet

A daily record of attendance (Quikkids Roll) will be kept within each room of the centre and includes:

- a. the date; and
- b. the full name of each child booked to attend for that day; and
- c. the arrival and departure time of each child.

Team members will ensure that this daily record of attendance is accurate, complete and records each child's arrival and departure times.

Team members will ensure that heightened supervision practices will be in place during times of arrivals and departures so that children depart safely with their parent / guardian or approved person. These strategies will be documented in the Supervision Risk Management Plan/risk assessment and implemented by all team members.

Signage will be placed on internal and external exit doors to remind families and teams to close doors and to manage safe arrival and departure processes.

### **3.3 Authorised Nominee ('Approved Person')**

On enrolment parents/guardians are to provide the name/s of person/s who are authorised nominees or approved persons for the purpose of collecting their child/ren from the centre. This information is recorded on the Enrolment Form. All *enrolment forms* are available and accessible for team members. Team Members must understand who is allowed to collect a child from care and any specific collection arrangements in place.

Approved Persons will be required to show photo ID to Team Members prior to collecting and signing out child/ren (if not known to Team Members).

The Centre Manager or Responsible Person are to check the name on photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.

Where a parent/guardian requires a person to collect who is not documented on the enrolment form the *Authorisations – Acceptance and Refusal Policy* should be followed.

Please Note: Both parents have lawful authority of their children and are consequently permitted to remove children from the centres' care unless there are specific orders prohibiting contact with the child. Court orders, parenting orders or parenting plans, or by specific documented directions from Child Protection must be provided to the centre and will be stored with the child's enrolment information.

### **3.4 Late Collection of a Child**

Where a parent / guardian fails to collect a child, the following process will be implemented:

1. The Responsible Person/team member will contact the parents, or another approved person once the centre has closed for the day
2. The team members will contact the Centre Manager and inform them that a child has not been collected. Two team members will remain at the centre
3. If the parent or approved person does not answer, team members will leave a voicemail or send an SMS on the parent or approved persons phone advising that they will wait up to 30 minutes before ringing the police or Child Protection Hotline
4. An email will be sent immediately to the parents/guardian if no contact is made over the phone.
5. The centre will continue to contact parents or authorised nominees every 10 minutes and leave voice messages
6. The team members will wait for 30 minutes, contact their centre's Portfolio Manager or Regional Manager (RM) to seek guidance on next steps
7. In the event the parents or approved person has not arrived and have been advised by PM/RM, the Police or Child Protection Hotline will be called for guidance on the next appropriate actions.
8. A Be Safe record should be made before 10am the following morning that documents the late collection

### **3.5 Late fee payment**

A late fee applies where a child has not been collected during operating hours and remains after closing time. A late fee is charged in accordance with the Fee and Enrolment Policy. The fee will apply from the closing time, and late fees will be added to the families account for the following Debit Success payment.

While extenuating circumstances may be considered in some situations (e.g. last-minute train strike or a traffic accident etc.), parents are responsible to make alternative arrangements for their child to be collected on time. If a

parent knows they are going to be late, they should contact the centre via phone to inform the Team Members. For more information review the *Fee and Enrolment Policy*.

### **3.6 Concerns for the Safety, Health, and Wellbeing of Children**

Team Members will always act in the interest of safety for the child, themselves and other children in the centre. If Team members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by:

- a. Talking to the parent (not in front of others but in view of another team member, where possible) or approved person and 'asking if they are ok ?' and telling them that you are concerned about them
- b. Recommend that another person collects their child with them or on their behalf
- c. Offer to call someone on their behalf

Situations when this may occur include:

- a. When a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child; and
- b. When a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.

Where a team member holds a reasonable suspicion that a child is unsafe then child protection will be notified in accordance with the *Child Protection and Mandatory Reporting Policy*.

### **3.7 Child Protection and other agencies**

Where a child is placed in the care of the centre by Child Protection or another authorised agency, clear and current documentation must be in place to support safe arrival and departure arrangements. Enrolment records must specify who is authorised to collect and drop off the child and be supported by relevant legal documentation, including parenting interim orders or intervention or violence orders. The safety, rights, and best interests of the child remain the paramount consideration at all times.

The centre will ensure all team members are informed of agency-directed arrangements and that records are updated promptly when agencies advise of any changes. Authorised collectors must present identification and make themselves known to the centre. Where visitation or agency-arranged collections occur, these must be planned in advance, with consideration given to timing, meals or snacks, and the preparation of the child's belongings to support a positive experience. Further guidance is outlined in the *Child Protection and Mandatory Reporting Policy*.

## **4.0 Responsibilities:**

### **4.1 Approved Provider will:**

1. Ensure there is adequate induction for Team Members to understand their obligations regarding collection and departure requirements
2. Ensure the enrolment form template sets out documented information about who is authorised to deliver and collect a child

### **4.2 Centre Manager / Nominated Supervisor will:**

1. Ensure that Qikkids is set up and in working order before families' arrival. If the system is not working, the Nominated Supervisors/Responsible Person will ensure the families have a paper version to record their child's attendance, including times of arrival and departure and signature of person delivering or collecting child
2. Ensure that an *Enrolment Form* for each child has at least one emergency contact, other than parent/s or guardian's details who can be contacted in an emergency
3. Ensure that if an unfamiliar or unknown person arrives to collect a child that their photo ID will be checked against the list of approved persons to collect. A person is not allowed to collect a child if they are not listed as an approved person on the enrolment form or have been permission has been given to the centre from parent/ guardian. Confirmation information will be gained from the parent/guardian prior to releasing child into their care if information provided is not consistent
4. Ensure children do not leave the centre except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment)
5. Ensure that a parent of a child attending a Guardian centre may enter the centre premises at any time whilst they are in our care, except when:
  - a. Permitting entry would pose a risk to the safety of the children and team members or conflict with the duty of the Nominated Supervisor under the National Law; or
  - b. The Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child
6. Ensure *unauthorised person/s* are not at the centre while children are present unless the person is under direct supervision
7. Ensure all children are signed out of the Qikkids Kiosk at the end of each day. If it is determined a child is not in attendance and has not been signed out, the NS or RP will:
  - a. Confirm their departure time and who collected them with Team Members; and/or
  - b. Ring parents or authorised nominee to confirm times and child's wellbeing and safety
8. Where children are subject to child protection orders such as intervention orders that all documentation will be available at the centre. There is a system in place to communicate who is able to collect children and when, and if subject to visitation that their belongings and prepared including arranging items they need during this time i.e. a snack, nappies etc.

It is recommended that the **Centre Manager / Nominated Supervisor**

1. Checks attendances a minimum twice a day, (morning and afternoon), to ensure that all children have successfully been signed in and out and that team members have recorded each child's attendance on their room records. Where there are discrepancies, the NS or RP will speak to the team members responsible, contact the parent or approved person to confirm absence and updated attendances consistently

#### **4.3 Team members will:**

1. Ensure attendance records are completed accurately by the parent / guardian by using the roll and marking the arrival and departure times of each child. This will assist in knowing the number of children in attendance to maintain ratios and appropriate staffing arrangements.
2. Greet children on arrival warmly and ensure that you gain information to support their day. At the end of the day ensure that their belongings are available, and documents and information support the parent / guardian or authorised person understand how they spent their time at the centre
3. Verify that all children have been signed out prior to closing the centre. If a child has not been signed out, team members will check all areas of the centre and look for clues such as bags remaining in lockers etc, to ensure no child remains. This will be recorded on the attendance sheet. If the centre is unable to conclude

when and how the child departed contact will be made to ensure that the child exited with a parent/ guardian or approved person

4. Notify the Nominated Supervisor or Responsible Person immediately if they are unsure of a person collecting a child, a child has not been collected when the centre is due to close or the arrival of a new child at the centre

It is recommended that **Team Members:**

1. Provide a supportive and welcoming environment for children and families and provide advice on arrivals and departure routines and rituals that can support meaningful transitions
2. Regularly review the attendance sheet to ensure the location of each child and note the location of children in attendance. Ensure processes for head counts processes are documented on the *Supervision Risk Management Plan*

#### 4.4 Families and Communities will:

1. Sign in/out using the Qikkids Kiosk at the centre upon arrival and at the time of departure.
2. Sign a paper sign in/out document, adding times and signature if the Qikkids kiosk is not working
3. Communicate any changes of routine with the team members available upon arrival and throughout the day and as changes occur
4. Communicate with the Nominated Supervisor or Responsible Person about any changes to collection or drop off arrangements
5. Leave their child in the direct care of an educator
6. Ensure they inform a Team Member when they collect their child and are leaving
7. Provide the centre with any court orders, parenting orders or parenting plans relating to the child's access and care arrangements
8. Notify the centre if they are running late and if this is close to or after the centre is due to close for the day. Where possible plan for an alternative person to collect
9. Understand if a parent or approved person is uncontactable and that their child is not collected after 30 minutes post-closing, the police and/or Child Protection will be contacted
10. Pay the allocated late fee incurred

#### 5.0 Definitions:

**Authorised Nominee:** An Authorised Nominee as defined by the National Law and Regulations is a person who has been given permission by a parent or family member of the child to collect the child from the centre. Called an 'approved person' or 'authorised person'.

**Unauthorised Person/s:** Any individual who is not recorded on the child's enrolment form as an authorised nominee for collection, who has not been nominated in advance by a parent/guardian for that purpose, or who is expressly prohibited from having access to the child under a court order.

#### 6.0 Tools and Resources

<p><b>The most important documents I need are:</b> Educator Logs Enrolment Form</p>	<p><b>Other supporting documents will include:</b> Risk Assessment Supervision Risk Management Plan Fee and Booking Policy Child Protection and Mandatory Reporting Policy</p>
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#### 7.0 Links to the National Law and Regulations

Section 165 Offence to in adequately supervise children.

Section 167 Offence relating to protection children form harm and hazards.

Regulation 99 Children leaving the education and care service premises.



Regulation 158 Children’s attendance records must be kept by the Approved Provider.  
Regulation 161 Authorisations to be kept in the enrolment form.

## 8.0 References

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations 2011  
Guide to the National Quality Framework 2018

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