

Delivery and Collection of Children Policy

Policy Statement

We are committed to the safe delivery of children to, and collection from, our service. We have detailed processes, procedures and practices in this regard and ensure that all educators and staff implement them.

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.

Scope

This policy applies to all children, educators, staff, families, management, students, volunteers, and visitors at our service

Paramount Consideration

The safety, wellbeing and best interests of every child are the paramount consideration in all decisions relating to the collection and delivery of children. Playtime is committed to ensuring that children are only released into the care of authorised persons in accordance with the family's enrolment information and legislative requirements. Educators will always act to protect children from harm, and where there are any concerns regarding a child's safety, identity of the person collecting, or compliance with court orders or parenting arrangements, the child will remain at the service until appropriate action has been taken in line with the service's policies and relevant legislation.

Playtime Procedure Reference

Delivery and Collection of Children Procedure

Policy & Procedure Access and Supporting Documents

- All Playtime Childcare policies and procedures are located:
 - Electronically on OWNA for Staff via à Staff à Policies and Procedures

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- Electronically on OWNA for Families via à Configure à Policies and Resources
- Management has access electronically via computer documents
- Hard copies available upon request
- Regulative required policies and procedures will be reviewed annually, all other policies biannually
- Relevant checklists, risk assessments and documents are located via the OWNA platform:
 - Enrolment Records
 - Excursion Authorisation
 - Excursion Risk Assessment
 - Working Directly with Children Records

Related Sources for Further Information

- Australian Children's Education & Care Quality Authority. ACECQA
- Code of Ethics
- Early Childhood Australia <http://www.earlychildhoodaustralia.org.au>
- Education and Care Services National Regulations.
- Education and Care Services National Law Act 2010
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.
- Guide to the National Quality Framework.
- National Quality Standard.
- United Nations Convention on the Rights of the Child

Legislative Requirements

Education and Care National Regulations (2011 - 653)/ National Law Act (2010)

Law/ Reg	Law/ Regulation	Our Response to:
Section 3A (Law)	Paramount consideration – safety, rights and best interests of children	Playtime places the safety, wellbeing, rights and best interests of every child at the centre of all collection and delivery practices, ensuring every decision supports each child's safety and protection.

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		Children (Education and Care Services National Law Application) Act 2010 No 104 - NSW Legislation
Section 165 (Law)	Offence to inadequately supervise children	Playtime ensures children are actively supervised at all times and remain under the care of educators until they are collected by an authorised person or leave the service in accordance with approved procedures. Children (Education and Care Services National Law Application) Act 2010 No 104 - NSW Legislation
Section 167 (Law)	Offence relating to protection of children from harm and hazards	Playtime maintains secure collection procedures to protect children from harm, hazards and unauthorised access while attending the service. Children (Education and Care Services National Law Application) Act 2010 No 104 - NSW Legislation
Section 170 (Law)	Offence relating to unauthorised persons on education and care service premises (applies to an education and care service operating in a participating jurisdiction that has a working with children law)	Playtime only releases children to authorised nominees and manages access to the service to prevent unauthorised persons from entering or collecting children. Children (Education and Care Services National Law Application) Act 2010 No 104 - NSW Legislation
86 (Reg)	Notification to parents of incident, injury, trauma and illness	Playtime notifies families as soon as practicable if an incident, injury, trauma or illness occurs during collection, departure or while the child is in attendance. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
87 (Reg)	Incident, injury, trauma and illness record	Playtime documents all incidents, injuries, trauma and illnesses in accordance with

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		legislative requirements and maintains accurate records. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
99 (Reg)	Children leaving the education and care service premises	Playtime ensures children only leave the service in accordance with written authorisations, approved procedures and legislative requirements. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
100 (Reg)	Risk assessment must be conducted before excursion	Playtime conducts a comprehensive risk assessment before any excursion where children will leave the service premises. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
101 (Reg)	Conduct of risk assessment for excursion	Playtime's excursion risk assessments identify hazards, supervision requirements, transport arrangements and strategies to ensure children's safety. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102 (Reg)	Authorisation for excursions	Written authorisation from a parent or authorised nominee is obtained before a child participates in any excursion. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102AA B (Reg)	Safe arrival of children policies and procedures	Playtime implements procedures to ensure every child's arrival and departure is accurately recorded and any unexplained absence is followed up promptly. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation

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102AA C (Reg)	Risk assessment for the purposes of safe arrival of children policies and procedures	Playtime undertakes risk assessments to identify and minimise risks associated with children's arrival and departure from the service. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102A (Reg)	Application of Division	Where Playtime transports children or safe arrival requirements apply, all legislative obligations under this Division are followed. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102B (Reg)	Transport risk assessment must be conducted before service transports child	Before transporting children, Playtime completes a transport-specific risk assessment to ensure children's safety throughout the journey. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102C (Reg)	Conduct of risk assessment for transporting children by the education and care service	Transport risk assessments consider supervision, vehicle safety, travel routes, weather conditions, emergency procedures and children's individual needs. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
102D (Reg)	Authorisation for service to transport children	Playtime obtains written authorisation from a parent or authorised nominee before transporting a child as part of the education and care service. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
122 (Reg)	Educators must be working directly with children to be included in ratios	Playtime ensures educators included in educator-to-child ratios are directly supervising and caring for children during arrivals, departures and throughout the day.

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		Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
123 (Reg)	Educator to child ratios – centre-based services	Playtime maintains legislated educator-to-child ratios at all times, including during collection, delivery and transition periods. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
157 (Reg)	Access for parents	Playtime supports parents' rights to access the service and their child at any time, except where a court order or other legal restriction applies. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
158 (reg)	Children's attendance record to be kept by approved provider	Playtime maintains accurate attendance records, including each child's arrival and departure times and the identity of the person collecting the child. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
161 (Reg)	Authorisations to be kept in enrolment record	Playtime keeps current authorisations within each child's enrolment record, including authorised nominees and any relevant court orders or parenting arrangements. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
168 (Reg)	Education and care service must have policies and procedures	Our service maintains clear and comprehensive policies and procedures to guide our operations and ensure quality care, in line with the regulations. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
170 (Reg)	Policies and procedures to be followed	All staff, volunteers, and educators are required to adhere to the policies and procedures outlined in this document.

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		Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
171 (Reg)	Policies and procedures to be kept available	Policies and procedures will be kept readily accessible to staff, children, and families for review. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation
172 (Reg)	Notification of change to policies or procedures	Any changes to policies or procedures will be promptly communicated to all staff, educators, and families. Education and Care Services National Regulations (NSW) (2025 SI 601a) - NSW Legislation

National Quality Framework

Quality Area	Standard/Element	Our Response to:
QA 2	Standard 2.2 – Safety	Playtime is committed to ensuring every child is safely received into care and collected by an authorised person through consistent procedures that protect children's health, safety and wellbeing.
QA 2	Element 2.2.1 – Supervision	Playtime ensures children are actively supervised during arrivals, departures and throughout the day, with educators maintaining awareness of

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		each child's whereabouts at all times.
QA2	Element 2.2.2 – Incident and Emergency Management	Playtime has clear procedures for responding to unexpected collection situations, emergencies or incidents to ensure children's safety is maintained.
QA2	Element 2.2.3 – Child Protection	Playtime only releases children to authorised persons and follows child protection procedures where concerns arise regarding a child's safety or welfare.
QA7	Standard 7.1 – Governance	Playtime maintains effective systems, policies and procedures that support compliant collection and delivery practices and safeguard children.
QA7	Element 7.1.2 – Management Systems	Playtime maintains accurate enrolment records, attendance records and collection authorisations to support the safe arrival and departure of every child.
QA7	Element 7.1.3 – Roles and Responsibilities	Playtime ensures all educators understand and consistently implement their responsibilities for supervising children, verifying authorised

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		collections and maintaining accurate records.
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Guiding Principles

At Playtime, we are committed to ensuring the safe arrival, collection and departure of every child through clear, consistent and respectful practices that protect children's safety, wellbeing and rights. In implementing this policy, Playtime is guided by the following principles:

- **Children's safety, wellbeing and best interests are paramount:** Every decision relating to the delivery, collection and departure of children from the service.
- **Children are protected through robust arrival and collection procedures:** Children are only released to authorised persons in accordance with enrolment records, family authorisations and legislative requirements.
- **Families are valued as partners:** Playtime respects parents' and guardians' decisions regarding authorised nominees, while ensuring all legal obligations, court orders and parenting arrangements are upheld.
- **Educators and service leaders are supported:** Induction, ongoing professional learning and clear procedures to confidently implement safe arrival, collection and departure practices.
- **Roles and responsibilities are clearly defined:** Ensuring all educators understand their obligations to actively supervise children, verify authorised collections, maintain accurate records and respond appropriately to any concerns.
- **Effective communication underpins safe practices:** Educators working collaboratively with families and colleagues to ensure children transition safely to and from the service.
- **Accurate documentation and record keeping:** Supporting accountability, legislative compliance and the protection of children through the maintenance of attendance records, authorisations and incident documentation.

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- **Continuous improvement:** Is promoted through regular review of collection and delivery procedures, risk management practices and feedback from children, families and educators to strengthen children's safety.

Related Policies

- Acceptance and Refusal of Authorisations
- Enrolment and Orientation
- Excursions
- Incident, Injury, Trauma and Illness
- Providing a Child Safe Environment
- Transportation of Children During an Excursion

Policy/ Procedure Review

The policy will be reviewed annually by: Approved provider or delegate, director, employees, children and families.

Induction and Ongoing Training

Playtime ensures all educators, management, students and volunteers receive induction and ongoing training to effectively implement this policy. During induction, staff are introduced to the Collection and Delivery of Children Policy, supervision requirements, authorised collection procedures, attendance recording, child protection responsibilities, emergency procedures and associated Playtime policies. Ongoing training is provided at least annually, with National Child Protection training completed every two years (or as otherwise required), required First Aid, CPR, Asthma and Anaphylaxis qualifications maintained, and any policy or legislative updates communicated through staff meetings, professional development and regular policy reviews.

Key Terms

Term	Meaning	Source
ACECQA – Australian Children's Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to	acecqa.gov.au

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	support the sector to improve outcomes for children.	
Authorised Nominee	A person who has been given permission by a parent or family member to collect the child from the service or the family day care educator.	National Law (Definitions)
Authorised Person	An authorised person is: a. a person who holds a current WWCC [working with children check, or equivalent]; or b. a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or c. an authorised nominee of a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or d. in the case of an emergency, medical personnel or emergency service personnel; or e. a person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent]	National Law (Section 170)
Enrolment Record	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the FDC educator must keep an enrolment record for each child they educate and care for. The record must include: • full name, date of birth and address of the child • the name, address and contact details of »each known parent of the child »any emergency contact »any authorised nominee »any person authorised to consent to medical	National Regulations (Regulations 102, 102D, 160–162) Guide to the NQF (Management of records – Children’s enrolment record)

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	treatment or administration of medication »any person authorised to give permission to the educator to take the child off the premises »any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child • details of any court orders, parenting orders or parenting plan • gender of the child • language used in the child's home • cultural background of the child and their parents • any special considerations for the child, such as cultural, dietary or religious requirements or additional needs • authorisations for: »the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child »the service to take the child on regular outings »regular transportation of the child • name, address and telephone number of the child's registered medical practitioner or medical service • medicare number (if available) • details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis • dietary restrictions • immunisation status • if the approved provider or a staff member has sighted a child health record, a notation to that effect.	
Parent	In relation to a child, includes: a. A guardian of the child; and b. A person who has parental responsibility for the child under a decision or order of a	National Law (Definitions)

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	court. For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.	
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