

Delivery and Collection of Children Policy

1. Purpose:

To ensure the safety, security, and wellbeing of all children by outlining clear responsibilities and requirements for the delivery and collection of children from our Early Years services. This policy ensures children are only released to authorised persons and that arrival and departure times are managed to promote smooth, secure transitions between home and our services.

2. Policy Statement

Y Whittlesea is committed to:

- Protecting the health, safety, and wellbeing of all children in our care.
- Ensuring children are only released to parents/guardians or authorised nominees as recorded in the enrolment record.
- Maintaining accurate records of all arrivals and departures.
- Complying with all legislative and regulatory requirements under the Education and Care Services National Law and Regulations.
- Providing clear expectations for staff, families, and authorised nominees regarding delivery and collection responsibilities.

3. Roles and Responsibilities

Approved Provider or Persons with Management and Control will:

- Ensure **compliance** with the Education and Care Services National Law and Regulations.
- Ensure all **educators, staff, students, visitors, and volunteers** understand and adhere to this policy.
- Inform **families** about this policy during enrolment and orientation processes.
- Conduct a **risk assessment annually** (at minimum) to identify and manage risks associated with children travelling between services (refer to Safe Transportation of Children Policy).
- Ensure **adequate supervision** is maintained during arrival and departure times to protect children's safety.
- Ensure **educator-to-child ratios** are maintained at all times.
- Maintain **accurate attendance records** to account for all children at all times.
- Ensure children only leave the premises with a **parent/guardian or authorised nominee**, or in accordance with written authorisation (Regulation 99).
- Ensure comprehensive **enrolment records** for each child, including:
 - Child's full name, DOB, and address
 - Name, address, and contact details of each known parent, emergency contact, and authorised nominee
 - Persons authorised to consent to medical treatment, administer medication, take the child off premises, or arrange transportation
 - Details of any **court orders, parenting orders, or parenting plans**
 - Authorisations for **regular outings or transportation**
 - Medical management, anaphylaxis, or risk minimisation plans
 - Dietary restrictions, immunisation status, and health records sighted
- Ensure **Incident, Injury, Trauma or Illness Records** are completed for any serious incidents (see Incident, Injury, Trauma, and Illness Policy).
- Notify the **regulatory authority within 24 hours** via NQA IT System if a serious incident occurs.
- Provide **induction** for all new educators and staff, including this policy.
- Provide educators and staff with **procedures and training** on:
 - Verifying the identity of authorised nominees or persons collecting children
 - Actions to take if an unauthorised person attempts to collect a child

Educators will:

- Follow this policy and related procedures at all times.
- Ensure **parents/guardians complete and sign authorised nominee sections** of the enrolment form before enrolment commences.
- Check that **permission forms for excursions** are signed and dated by parents/authorised nominees.
- Ensure parents/authorised nominees **sign attendance records** upon arrival and departure.
- Administer medication only with **written authorisation**, except in emergencies (including asthma or anaphylaxis emergencies).
- Allow children to participate in excursions only with **written authorisation**, including details required under Regulation 102(4)&(5).
- Release children only to **parents/guardians or authorised nominees**, or with their written authorisation, except in medical or other emergencies.
- Follow procedures if an **inappropriate or unauthorised person attempts to collect a child**.
- Inform the Approved Provider if any **written authorisation does not meet service policy requirements**.

Families will:

- Provide accurate and up-to-date **authorised nominee details** on enrolment forms.
- Inform educators of **any changes** to authorised collection arrangements.
- Comply with all requirements for **signing children in and out** of the service.
- Notify the service of **court orders** relevant to custody or collection restrictions.

4. **Legislative and Industry Requirements:** [Link](#) to Legislative Compliance Register
5. **Consequences of breaching this policy:** All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).
6. **Policy owner:** The GM Early Years is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.
7. **Document Control:** Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate Y People.

Version:	Description of Amendment	Amended by	Date	Release Date
4.0	Plain English	M Rowse	10/7/25	July 2025
3.0	Separated Policy and Procedure	Farryn Burrill	1/11/2024	NA
2.0	Reviewed and approved	Geny Zambello	01/07/2019	August 2019
1.0	Created	Geny Zambello	01/07/2014	July 2014