

Nambucca Valley Family Day Care

DELIVERY OF CHILDREN TO, AND COLLECTION FROM A FDC SERVICE PREMISES POLICY

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

Arrival and departure times are planned to promote a smooth transition between home and Nambucca Valley Family Day Care (NVFDC) Services. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

To ensure the safety of children at NVFDC Services our *Delivery of children to and collection from Education and Care Service Premises Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child safety and protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 162 (A)	Child protection training
S. 165	Offence to inadequately supervise children
S. 167	Offence relating to protection of children from harm or hazard
S. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102B	Transport risk assessment must be conducted before service transports a child
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
157	Access for parents
158	Children's attendance record to be kept by approved provider
159	Children's attendance record to be kept by family day care educator
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
165	Record of visitors
168	Education and care services must have policies and procedures
169	Additional policies and procedures- family day care service
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change of policies or procedures

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS

175	Prescribed information to be notified to the regulatory authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

RELATED LEGISLATION

Family Assistance Law – Incorporating all related legislation as identified within the [Child Care Provider Handbook](#)

RELATED POLICIES

Acceptance and Refusal Policy	Incident, Injury, Trauma and Illness Policy
Administration of Medication Policy	Orientation of Families Policy
Child Protection Policy	Privacy and Confidentiality Policy
Child Safe Environment Policy	Safe Arrival of Children Policy
Code of Conduct Policy	Safe Transportation Policy
Dealing with Infectious Diseases Policy	Safe Use of Digital Technologies and Online Environments Policy
Emergency and Evacuation Policy	Visitor to Family Day Care Residence Policy
Enrolment Policy	Work Health and Safety Policy
Handwashing Policy	

PURPOSE

NVFDC aims to ensure the protection and safety of all children, staff members, and families accessing the NVFDC approved residence or approved venue. NVFDC educators and educator assistants will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, educators, educator assistants, students, families, children, volunteers and visitors of NVFDC Services.

IMPLEMENTATION

NVFDC Services have detailed processes, guidelines and practices for the delivery and collection of

children to ensure the safety and wellbeing of each individual child. We ensure that all educators, educator assistants and staff implement these.

On enrolment, families are provided with and sign a *Handover Agreement* which details the responsibilities and procedure for arrival and departure of children from the registered residence/venue.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR WILL ENSURE:

- Obligations under the *Education and Care Services National Law and National Regulations* are met
- NVFDC educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- Families are aware of this *Delivery of children to, and collection from an Education and Care Service Premises Policy*
- A risk assessment is conducted in conjunction with NVFDC educators at least once every 12 months, to identify any risks or hazards that may pose a risk to children's health, safety or wellbeing as they travel between a NVFDC Service and any other service which provides education and care to children (See: *Safe Arrival of Children Policy*)
- Parent access to the NVFDC Service is refused if allowing access poses a risk to a child or staff member, or would conflict with any duty of the provider, educator under the Law or permitting entry would contravene a court order
- NVFDC educators provide adequate supervision when children arrive and depart the approved NVFDC residence/venue
- Relevant educator to child ratios is adhered to at all times
- Educators are aware of how to maintain attendance records, either electronically or by written authorisation
- If electronic means are unavailable, educators are aware of how to record written attendance records
- Accurate attendance records are kept by the NVFDC educator
- Attendance records are kept for a period of 7 years after the child's last attendance at the NVFDC Service, in accordance with Family Assistance Law and *Record Keeping and Retention Policy*
- Children only leave the NVFDC residence or venue in the care of a parent or authorised person or in accordance with written authorisation as per Reg. 99
- Enrolment records are kept for each child enrolled in the NVFDC Service at the principal office and the NVFDC residence or approved venue including the name, address and contact details of
 - any emergency contacts

- any authorised nominee
 - any person authorised to consent to medical 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 order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings
 - authorisations for the service to take the child on regular transportation
 - any medical management plan, anaphylaxis medical management plan (ASCI) or risk minimisation plan
- Should any serious incident occur, the NVFDC educator will complete an Incident, injury, trauma or illness record and provide to the approved provider and parent (*see Incident, Injury, Trauma and Illness Policy and Procedure*)
 - In the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
 - Critical reflection on the incident is conducted with the Coordination Unit and NVFDC educators to inform required changes to policy, procedures, practices (including supervision) and risk assessments
 - All newly engaged NVFDC educators, educator assistants and staff are provided with an induction including an understanding of this policy
 - All NVFDC educators and educator assistants are provided with procedures and training on how they will verify the identity of an authorised nominee or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child).

ARRIVAL AT THE FDC RESIDENCE OR APPROVED VENUE

- All children need to be signed in by an authorised person. (Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the child's name, the date and time and the signature of the person dropping off the child.)
- The parent/authorised person must also advise the NVFDC educator/educator assistant who will be collecting the child/children

- If the signature of the person who delivers or collects the child cannot be reasonably obtained, National Regulations require the NVFDC educator to sign the child in. However, wherever possible the person delivering or collecting the child should sign the attendance record
- Sign in sheets/attendance records are to be used as a record in the case of an emergency to account for all children present at the NVFDC service on any given day
- A child's medication needs, or any other important or relevant information should be passed on to the NVFDC educator by the person delivering the child
- The NVFDC educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- In order for children to feel secure and safe, NVFDC educators should ensure children are greeted warmly and children have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind
- A locker or shelf space will be made available to children and their families.
- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the NVFDC Service stating that one parent has sole custody and responsibility

ABSENCES

- If your child will not be attending on a particular day, we ask parents to notify their educator before 9am of that day to assist with programming and planning
- If a child has not arrived at the NVFDC Service by 10am for their booked attendance and no notification has been received, the child will be marked as absent for the day, and the NVFDC educator will contact the family to confirm their status and ensure their well-being

DEPARTURE FROM THE SERVICE

- Children may only leave the NVFDC premises
 - in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record *or*
 - Taken on an excursion; or on transportation provided or arranged by the NVFDC educator with the written authorisation of the child's parent or authorised nominee; or
 - 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 (evacuation due to bush fire, flood, severe storm)
- in the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter)
- Parents are to advise their child's NVFDC educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing as an authorised nominee for the child.
- Written authorisation must be obtained prior to an authorised nominee or authorised person collecting the child, verbal authorisation will not be accepted
- Photo identification must be sighted by the NVFDC educator before the child is released. If the educator/educator assistant cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from a NVFDC Service including each child's name, date and time they depart. If the signature of the person who delivers or collects the child cannot be reasonably obtained, they will be signed out by the educator
- Parents/authorised nominees are required to arrive to collect their child/children by the time agreed on their enrolment form
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the NVFDC Service (copy provided to the NVFDC educator)
- in the case of a particular person (including a biological parent) being denied access to a child, the NVFDC Service requires a written notice (court order) from a court of law.
 - The educator will attempt to prevent that person from entering the NVFDC Service and taking the child; however, the safety of other children must be considered.
 - NVFDC educators/educator assistants will not be expected to physically prevent any person from leaving the Service
 - In such cases, the parent with custody will be contacted along with the local police and appropriate authorities

- Where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the NVFDC Service
- A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, family members are asked not to give front door/gate codes to anyone other than those absolutely necessary.
- In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- The NVFDC educator will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow emergency contacts/authorised nominees under the age of 16 to collect children
- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - discuss their concerns with the person, without the child being present if possible, and
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - the NVFDC educator will also inform the Approved Provider/Coordinator of the incident
 - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Register*)
- Children may leave the premises in the event of an emergency, including medical emergencies outlined in our *Emergency and Evacuation Policy*

SCHOOL AGED CHILDREN

If a child is attending the NVFDC Service for before and/or after school care, the NVFDC educator must adhere to the *Safe Arrival of Children* and *Safe Transportation Policies* and procedures to ensure the safe handover and collection of children between other education and care services.

The NVFDC educator will follow the procedures in the event of a missing or accounted child who is deemed missing whilst travelling to and from the NVFDC Service from an educational facility.

The NVFDC educator must ensure accurate attendance records are kept up to date recording:

- the time and date children arrive or depart the NVFDC Service

- the signature of the person who has collected or delivered the child to the NVFDC Service

Parents must complete a *Safe Travel Agreement* Form prior to children travelling between the NVFDC Service and another educational facility/venue.

VISITORS

- NVFDC will ensure no child or children are left alone with a visitor, student or volunteer, in accordance with the *Visitors to Family Day Care Residences and Venues Policy*.
- To ensure we can meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting NVFDC Services must sign in when they arrive at the NVFDC residence or approved venue, and sign out when they leave
- Signage will clearly indicate who is permitted to enter the NVFDC service
- The Approved Provider/nominated supervisor will be notified of all visitors to the NVFDC Residence or venue through the *Visitor sign in/out record*
- All visitors will remain under the direct supervision of the NVFDC educator at all times whilst at the FDC residence/ venue
- Regular visitors and visitors who may come into direct contact with children at the NVFDC Service are required to submit their Working with Children Check to be verified by the Approved Provider

LATE COLLECTION OF CHILDREN

- If parents/guardians know they are going to be late, they must notify the NVFDC educator and make arrangements for someone else authorised to collect child
- If parents/guardians have not arrived by the stated collection time on their enrolment agreement the NVFDC educator will attempt to contact them via telephone. If the NVFDC educator or Coordinator is unable to contact parents/guardians and the child has not been collected, alternative contacts as listed on the enrolment form will be contacted to organise the collection of the child
- Late collection fees may be charged if a child
- Due to licensing and insurance purposes, if by the stated closing time neither the parent/guardian or any authorised nominees are available or contactable the Coordinator/Approved Provider may need to contact the police and other relevant authorities.
- Where families are continually late to collect children, a *Late Collection of a Child* letter will be presented to parents/guardians
- Should this non-compliance continue, the NVFDC Service reserves the right to terminate a child's enrolment.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Authorisation Form	Late Delivery of a Child Letter
Alternative Authorisation Form	Refusal of Authorisation Register
Children’s Arrival and Departure Procedure	Safe Travel Agreement Form
Late Collection of Child Letter	Visitor sign in sign out record

CONTINUOUS IMPROVEMENT/REFLECTION

The *Delivery of children to, and collection from Education and Care Service Policy* will be evaluated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or incidents related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

SOURCES

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority (ACECQA). 2023. [Policy and Procedure Guidelines.](#)

[Delivery to, and Collection from Education and Care Services.](#)

Australian Government Department of Education. [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022](#)

[Children \(Education and Care Services\) National Law \(NSW\)](#)

[Education and Care Services National Law Act 2010.](#)

[Education and Care Services National Regulations.](#) (Amended 2025)

Early Childhood Australia Code of Ethics. (2016).

National Health and Medical Research Council. (2024). *Staying Healthy: preventing infectious diseases in early childhood education and care services* (6th Ed.). NHMRC. Canberra.

Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY	Tella Markham	Nominated Supervisor	Draft – 28/12/25
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POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
DECEMBER 2024	<ul style="list-style-type: none"> annual policy maintenance minor formatting edits within policy sources checked and updated as required 		DECEMBER 2025