

Delivery and Collection of Children

Policy/Procedure Number: **QA2 - 13**

Policy/Procedure Requirement: National Quality Standards 2 & 7; Regulations 99, 158, 159 & 168

Policy Statement

The Service prioritises the safe delivery and collection of children at Family Day Care (FDC) residences and during excursions. This includes ensuring that children may only leave the premises in accordance with **Education and Care Services National Regulations**, ACECQA guidance, and Service procedures. Children will only be released to authorised persons or in situations of medical necessity or emergency.

Rationale

Children's safety requires strict procedures when delivering to and collecting from care. This includes clear sign-in/sign-out practices, authorisation of persons collecting children, and specific instructions for emergencies such as hospitalisation or ambulance transport.

Strategies and Practices

Authorised Collection

Children will only be released to:

- A parent of the child
- An authorised nominee listed in the enrolment record (18 years or older)
- A person authorised in writing, by text, fax, or email by a parent/nominee, with proof of identity checked
- An authorised person at the direction of a current Parenting Order

Leaving Premises for Emergencies or Medical Care

Children will only be released to:

- A child may only leave the premises if:
 - They are given into the care of a parent, authorised nominee, or authorised person
 - They are taken outside the premises to attend a Service-authorised excursion or transportation (with written parental authorisation)
 - They are taken outside the premises for **medical, hospital, or ambulance care or treatment**, or due to another emergency
- In the event that a child requires ambulance transport to hospital:
 - The Educator will share the child's **Medical Management Plan and Medication** with the ambulance officers
 - If the Educator cannot accompany the child (e.g., sole FDC Educator with other children in care), the Service will arrange for a Coordinator, parent, or authorised nominee to meet the child at the hospital
 - Parents will be notified immediately if their child leaves the premises due to a medical emergency

Emergency Situations and Duty of Care

- If a parent or authorised person fails to collect a child:
 - Educator will contact parents and nominees within 30 minutes of the booked session ending
 - If Educator is unable to contact parents or authorised persons and no contact is made within 2 hours, the Service manager/ Nominated Supervisor is notified. If necessary, ACT Police will be notified
- If an unauthorised or unsafe person attempts collection:
 - Educators will not release the child
 - Coordinators and police will be contacted if safety is threatened
- If Educators believe releasing a child places them at risk, they must enact the Service's **lockdown procedures** and contact the Service Manager

Responsibilities of the Educators:

The Educators will:

- Ensure that ***all children are signed in and out using the electronic signin (ESI)*** through the online platform HubHello ***at the time of arrival and on departure*** by the parent or authorised nominee.
- Provide a manual signin sheet if required
- Ensure where a parent / authorised has not signed the child in or out, ***the Educator must do so as soon as possible*** and must remind parents on their return, about the delivery and collection policy and have the parent/ authorised person ***manually sign the timesheet with the drop off / pick up time***
- Ensure that parent / authorised person ***does not register a departure time*** until they have collected the child
- **Be responsible** for the supervision of children ***from the time the parent/ authorised person sign the child into care until the time the parent registers the child out of care***
- Only allow the child to leave the FDC residence or site of excursion if the child:
 - Is given into the care of:
 - a parent of the child; or
 - an authorised person (18 years or older) named in the child's enrolment record; or
 - a person authorised (***in writing***) by a parent or authorised nominee named in the child's enrolment record to collect the child. An **electronic copy** (photo, scan) of the authorisation **must be sent to the Service** and the original retained by Educator as a record; or
 - a person authorised by the child's parent by **text, fax, or email**. A photo identification of the authorised person is checked and sign in/out procedures followed. An **electronic copy** (i.e. screenshot, photo, scan) of the authorisation **must be sent to the Service**, and Educator retain the electronic or printed paper copy for records;
 - they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee; or
 - they are 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

- Is given into the care of a person or taken outside the premises because of medical, hospital or ambulance care or treatment, or because of another emergency
- Is given into the care of a person at **the request (including by phone) of the parent** in the **case of an emergency** where the parent or another authorised person is not able to collect the child. A photo identification of the person is checked; and sign in/out procedures followed. In such cases, the Educator is also encouraged to independently try and contact other persons authorised in the enrolment (Hubhello Record) to collect the child
- **Not release a child** into the care of a parent who is prohibited by a court 'Parenting Order' from having contact with the child
- Prevent the entry of unauthorised persons
- Inform parents of their responsibility to provide the Educator with a copy of any current 'Parenting Order'
 - If a parent who is not authorised on the child's Enrolment Form arrives to collect the child, but provides a current court 'Parenting Order' which gives them legal access, the child will be released and the enrolling parent will be notified
- Act in a manner consistent with the Service's duty of care to a child where the parents are in conflict
 - Where the Educator has reason to believe that releasing a child to a parent may place the child's immediate safety and welfare at risk, the Educator can contact the other parent and keep the child at the FDC residence until the situation is resolved
- **Not give a child into the care of a person** if there are reasonable grounds to believe that doing so will place the child in danger, even if the person in question has lawful authority to collect the child
 - A Parent or other person who is authorised to collect the child seems too ill, or affected by alcohol or drugs to safely care for the child
 - Where a person collecting a child from the service is believed to be under the age of 18 and they cannot provide proof of age

In such cases, the Educator must contact one of the other people who is authorised to collect the child and arrange alternate means for the collection of the child.

If the FDC Educator is placed in a position where they fear for the safety of the child, their own safety and that of others at the Service / FDC residence, if suitable they should enact the lockdown procedure, and contact the Coordinators and police

- Contact the parent or authorised persons to arrange for the child to be collected from care where a child has not been collected 30 minutes after the booked session of care
- Contact the Service if unable to contact the parent or authorised persons within a period of two hours after the booked times

Resources and Further Readings

- ACECQA (2023) Guide to the National Quality Framework
- ACECQA (2023) Policies and procedures guidelines: *Delivery of children to, and collection from, education and care service premises policy and procedure guidelines*
- ACECQA (2023) Information Sheets
- Education and Care Services National Law Act 2010 (Amended 2023)

- Education and Care Services National Regulations (Amended 2023)
- ACECQA National; Quality Framework Resource Kit www.cecqa.gov.au

Related FDC Policies, Procedures & Documents

- Excursions & Regular Outings Policy
- Interaction with Children Policy
- Emergency and Evacuation Policy (Lockdown Procedure)
- Online Child Enrolment Form
- Acceptance & Refusal of Authorisations
- Excursions and Regular Outings
- Incident, Injury, Trauma & Illness

Last Reviewed: October 2025

Next Review: October 2026