

2.16. DELIVERY AND COLLECTION OF CHILDREN

QUALITY AREA 2 | VERSION 6.0

Regulatory Policy & Procedure



Statement of Commitment

Wyndham City Council is committed to safeguarding children younger than 18 and ensuring their active participation as valued members of our community, while fostering a child-safe environment. We focus on early identification of risks to protect children from harm, whether caused by adults, harmful behaviours between children, exposure to family violence, or concerns like grooming, cumulative harm, or neglect.

We encourage the reporting of any concerns or suspicions of child abuse or harm. The Reportable Conduct Scheme improves how organisations respond to allegations of abuse, harm, neglect, and risk to children. Under this scheme, the CEO, or their delegate, must report any allegations of child-related misconduct to the Commission for Children and Young People within a specific timeframe.

All allegations are taken seriously, and reporting does not require agreement on the conduct. Concerns can be reported to a line manager or directly to the Senior Child Safe Advisor. Investigations will be conducted by an external party under the oversight of relevant authorities, including Victoria Police, the Department of Families, Fairness and Housing, and Child Protection.

Furthermore, Wyndham City Council has also publicly declared its commitment to being a Child Safe Organisation on our external website and recognises the importance of Child Safety in the provision of quality community services. All children and young people who attend services, programs, events, and community spaces have a right to feel safe, be safe, and be heard. We are committed to maintain a child safe environment, and value a culture of safety within council and its operations.

There are also behavioural expectations to recognise the importance of an inclusive and welcoming environment to all children & young people of the wider community including Aboriginal and Torres Strait Islanders, culturally and/or linguistically diverse, those with a disability and promoting an environment with no tolerance for racism.



Purpose

This policy will provide clear guidelines to ensure the safe delivery and collection of children attending Wyndham City Early Education and Care Services (EECS) by ensuring:

- children are released into the care of a parent/guardian, or an authorised nominee named in the child's enrolment record, or to a person authorised by the parent/guardian or authorised nominee.
- children only leave in accordance with written authorisation from the child's parent or authorised nominee.
- any relevant court orders are strictly adhered to in relation to the delivery, collection and care of children.
- children are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee.
- children 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.



Policy Statement

According to legislation, taking children to and from kindergarten can pose a particular risk when it comes to making sure they are safe and adequately supervised. This risk will be kept to a minimum by ensuring the approved provider and the EECS Unit, nominated supervisors/team leaders, persons in day-to-day charge, early childhood teachers, educators, volunteers, students, and families know about and understand this policy and processes in place.

Wyndham City Early Education and Care Services is committed to:

- the safety, health, and wellbeing of the children at our services.
- ensuring all EECS policies and procedures safeguard the safe delivery and collection of children being educated and cared for at our services.
- meeting its duty of care obligations under the law.
- ensuring service leaders, ECT's, educators and staff are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises

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Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children, and others attending the programs and activities of EECS, including during offsite excursions and activities.



Responsibilities

	Approved Provider and EECS Unit	Nominated Supervisors/ Team Leaders	Early Childhood Teacher, Educators, and other staff	Family, parents/guardians	Contractors, volunteers, and students
1. Ensuring that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met	✓	✓	✓	✓	✓
2. Taking reasonable steps to ensure that EECS unit staff, nominated supervisors, team leaders, all educators, staff, and volunteers are aware of and follow the Delivery and Collection of Children policy, its processes, and expectations.	✓	✓			
3. Ensuring copies of the policy and processes (procedures) are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection	✓	✓			
4. Provide parents/guardians with information about procedures for delivery and collection of children before their child's commencement at the service.	✓	✓	✓		
5. Ensure parents/guardians have completed the authorised nominee section of their child's enrolment form, and that the form is signed and dated.	✓	✓		✓	
6. Ensuring that an enrolment record is kept for each child which contains the information set out in <i>Regulations 160</i> and <i>161</i> , including authorisations from families	✓	✓			
7. Provide an attendance record that meets regulatory requirements, <i>Regulation 158(1)</i> .	✓	✓			
8. Ensure arrival and departure times are recorded by the parent/guardian or authorised nominee on delivery and collection of their child from the service every day.	✓	✓			
9. Ensure each child's time of arrival and departure from the service is recorded in the attendance record by the parent/guardian, authorised nominee, nominated supervisor or an educator.	✓	✓	✓	✓	✓
10. Ensuring the appropriate risk assessments are completed and all relevant actions are undertaken in relation to the period during which children are travelling between the education and care service and any other service which provides education or care to children (<i>refer to Policy 2.15: Safe Arrival of Children, Appendix 2.16.5 Arrival and Departure Risk Assessment</i>)	✓	✓			
11. Ensure educator-to-child ratios are always maintained when children attend the service, including when children are collected late from the service. (<i>refer to Policy 2.02: Supervision of Children</i>)	✓	✓	✓		✓
12. Ensuring children are actively supervised at all times	✓	✓	✓		✓

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13. Ensure a child does not leave the service except: <ul style="list-style-type: none"> • with a parent/guardian or authorised nominee. • with the written authorisation from a parent/guardian or authorised nominee. • in the case of a medical or other emergency. 	✓	✓	✓	✓	✓
14. Refusing to allow a child to leave the service: <ul style="list-style-type: none"> • with a person who is not the parent/guardian or authorised nominee. • without the written or verbal (<i>Process 2.16.2: One-off Authorisation</i>) authorisation from a parent/guardian or authorised nominee. 	✓	✓	✓	✓	✓
15. If a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child implement the authorisation process outlined in <i>Process 2.16.2: One-off Authorisation Procedures</i> .	✓	✓	✓		
16. If a child has left the service unattended by an adult or unauthorised person , notify: <ol style="list-style-type: none"> i) the Area Leader as soon as practicable, but within 24 hours ii) the parents as soon as practicable. iii) DE in writing within 24 hours 	✓	✓	✓		✓
17. In the event of a serious incident notify the parents as soon as practicable and notify DE in writing within 24 hours, including when a child has left the service unattended by an adult or with an unauthorised person.	✓	✓	✓		
18. All near misses of child out must be documented and reported to Area Leader/Supervisor within 24 hours.	✓	✓	✓		
19. Should any incidents occur relating to the delivery of children to, or collection from, the service premises, ensure it is managed in line with regulatory requirements, including implementing <i>Policy 2.08 - Incident, Injury, Trauma and Illness</i> .	✓	✓	✓		✓
20. Provide families with appropriate form if they want to provide authorisation to a person aged 16-18 years. (<i>Appendix 2.16.3: Authorisation for Person under 18</i>).	✓	✓	✓		
21. Complete the required forms for authorisation of a person between 16-18 years old.				✓	
22. If a family requests that someone under the age of 16 deliver or collect a child, work in partnership with the family and consult the Area Leader to determine the appropriate outcome.	✓	✓			
23. Ensure each child's time of arrival and departure from the service is recorded in the attendance record.	✓	✓	✓	✓	✓
24. If a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child's enrolment form will be collecting their child implement the authorisation process outlined in <i>Process 2.16.2: One-off Authorisation</i> .	✓	✓	✓		

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25. If an unauthorised person arrives to collect a child from the service, contact the parents/guardians or authorised nominees and follow the <i>Process 2.16.2: One-off Authorisation</i> .	✓	✓	✓		
26. Develop safety procedures for the mass arrival and departure of children from the service.	✓	✓	✓		
27. Ensure there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency (<i>Policy 2.14 - Emergency Management and Evacuation and Policy 2.08 - Incident, Injury, Trauma and Illness Policy</i>).	✓	✓			
28. Ensure the safe collection of children by adhering to the safe collection of children process. (<i>Process 2.16.1: Ensuring the Safe Collection of Children</i>)	✓	✓	✓	✓	✓
29. If an inappropriate person attempts to collect a child from the service adhere to the safe collection of children process. (<i>Process 2.16.1: Ensuring the Safe Collection of Children</i>)	✓	✓	✓		✓
30. Be aware of, monitor, and communicate all current family court orders.	✓	✓	✓		
31. Ensure processes are in place for the care of a child who has not been collected from the service on time. (<i>Process 2.16.3: Late Collection of Children</i>)	✓	✓			
32. Collect their child on time at the end of each session/day.				✓	
33. Let the service know if they are likely to be late collecting their child.				✓	
34. Follow procedures for the late collection of children. (<i>Process 2.16.3: Late Collection of Children</i> .)	✓	✓	✓	✓	✓
35. Follow up with families regarding regular late collection of a child, provide them with a copy of the <i>Policy 2.16 - Delivery and Collection of Children</i> , and implement <i>Process 2.16.3: Late Collection of Children</i> .	✓	✓			
36. Pay a late-collection fee if required as outlined in the service's <i>Policy 7.02: Fees – Free Kindergarten</i> .				✓	
37. Ensure a child is not taken outside the service premises on an excursion or regular outing without written authorisation of a parent/guardian or authorised nominee (<i>Policy 2.18 – Excursions and Service Events</i>).	✓	✓	✓	✓	✓
38. Ensure authorisation procedures for excursions, regular outings, and other service events include the authorisation for transporting children. (<i>Policy 2.18 – Excursions and Service Events</i>).	✓	✓	✓		
39. Keeping a written record of all visitors to the service, including time of arrival and departure. (<i>Appendix 2.14.3: Visitors Record</i>)	✓	✓	✓		
40. Supervise their own child(ren) before signing them into the program and after they have signed them out of the program.				✓	

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41. Supervise other children in their care, including siblings, while attending or assisting at the service.				✓	
42. Ensure the entry/exit doors and gates are kept closed during program hours.	✓	✓	✓	✓	✓
43. Ensure educators, staff and parents/guardians comply with the service's <i>Policy 2.17 -Safe Transport and Road Safety Education</i>	✓	✓	✓	✓	✓
44. Display an up-to-date list of telephone numbers of the Area Leader, DE, Orange Door, DFFH Child Protection Service, and the local police station.	✓	✓			



Definitions

The terms defined in this section relate specifically to this policy:

Active supervision: refers to the active and intentional process of supervising children to ensure their safety, support their learning, and promote their wellbeing. Educators are always actively supervising by ensuring:

- they place themselves in locations where they can see and hear all children and can quickly respond when needed.
- they regularly look around the environment to observe children's behaviour, moments, and interactions.
- they pay attention to verbal and non-verbal cues, including changes in tone, volume, or emotion in children's voices.
- they are alert to what may happen next in children's play and identify potential risks.
- they interact purposefully with children to support their learning while also maintaining effective supervision
- they reflect on adjusting supervision strategies as needed to ensure they are effective in the specific context

Attendance record: a digital document kept by the service which records the details of each child attending the service including full name, time of arrival and departure, signature of person delivering and collecting the child or an educator at the service.

Authorised nominee: A person who has been given permission by a parent or guardian to collect the child from the service.

Child out: (in relation to this policy) is a child that leaves the licenced premises unattended by an adult or authorised person.

Excursions: Outings organised by a service to a destination outside the service.

Inappropriate person: A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for him/her to be on the premises e.g., a person under the influence of drugs or alcohol, or a person under the age of 16.

Regular outings: A walk, drive, or trip to and from a destination that the service visits regularly as part of the educational program, and where the circumstances of the relevant risk assessment remain the same for each outing.

Serious Incident: Death of a child while being cared for or educated by the service. Injury or trauma to a child requiring the attention of a registered medical practitioner or admission to a hospital. A child appears to be missing or otherwise cannot be accounted for.

Unauthorised person: (in relation to this policy) is any person who has not been listed as an authorised nominee on the child's enrolment form.

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Legislation and Standards

Relevant legislation and standards include but are not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Family Law Act 1975 (Cth)
- National Quality Standard, Quality Area 2: Children’s Health and Safety



Related Appendices & Documents

- Appendix 2.14.3: Visitors Record.
- Appendix 2.16.1: Documentation of verbal or email authorisation.
- Appendix 2.16.3: Authorisation for Person under 18.
- Appendix 2.16.4: Warning Letter for Late Collection.
- Appendix 2.16.5: Arrival and Departure Risk Assessment
- Process 2.3.1: Refusing an Authorisation.
- Process 2.16.1: Ensuring the Safe Collection of Children.
- Process 2.16.2: One-off Authorisation
- Process 2.16.3: Late Collection of Children.



Related Policies

- 2.03 - Acceptance and Refusal of Authorisations
- 2.07 - Dealing with Medical Conditions
- 2.14 - Emergency Management and Evacuation
- 6.02 - Enrolment and Orientation
- 2.18 - Excursions and Service Events
- 7.02 – Fees – Free Kindergarten
- 2.08 - Incident, Injury, Trauma, and Illness
- 7.03 - Confidentiality and Privacy
- 2.01 - Providing a Child Safe Environment
- 2.17 - Safe Transport and Road Safety Education
- 2.02 - Supervision of Children
- 2.15 - Safe Arrival of Children

Authorisation and Version Control

Version	Objective ID	Action	Date	Endorsement date	Next Review Date
3	A2340459	Minor changes	28/08/2018	KK 22/1/19	2021
4	A3850394	Changes undertaken to reflect WCC’s Risk on a page. Addition – Wyndham City’s Statement of Commitment – Child Safe Standards. Addition of legislation	2022	TP	2024
5	A4673102	Updated to new format. Minor wording changes. Separated policy and procedure. Additional process and appendices added.	June, 2023	TP	June, 2024
6	A4673102	Updated name of policy Updated Wyndham City’s Statement of Commitment to a Child Safe Organisation – as per Wyndham City’s Child Safe Management page Purpose: minor word and sentence changes, additional point around training staff Introduction of numbers for each line – for ease of reference	June 2025	TP <i>J. Papaicamou</i>	June 2026