

Delivery and Collection of Children Policy

Purpose

We aim to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and staff 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 children, families, staff, management, and visitors of the OSHC Service.

Implementation

Guidelines for delivery and collection of children are put in place to ensure the health, safety, and wellbeing of each individual child. As part of our Risk Management process, our Service may introduce explicit control measures to minimise risks. Control measures and changes to policies are reviewed in consultation with staff and communicated clearly to parents, families, and visitors.

Role of the Approved Provider/Nominated Supervisor

The Approved Provider/Nominated Supervisor/Responsible Person will ensure adequate supervision is provided during arrival and departure, educator-to-child ratios are adhered to, accurate attendance records are kept, children leave only with authorised persons, enrolment records are complete and updated, authorisations for excursions or transport are in place, and all new educators and staff are inducted with an understanding of this policy. Serious incidents must be recorded, and the Regulatory Authority notified within 24 hours. Staff are trained in verifying the identity of authorised nominees and responding to unauthorised attempts to collect children.

Delivery of Children

Parents or authorised nominees must inform staff who will be collecting the child. Children must be signed in upon arrival, or the Nominated Supervisor/educator will sign them in if forgotten. Children must be sighted by an educator, and relevant information, including medication, should be communicated. Educators ensure children feel secure, safe, and greeted appropriately. In the case of separated families, either biological parent may add a contact unless restricted by court order.

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Delivery to School

Educators ensure all children and adults wash hands, sign out children, and escort them to the designated area where teachers are on duty. Kindergarten children and those with additional needs are escorted to classrooms and assisted as required. Children are not escorted until a teacher is on duty.

Collection from School

Educators collect Kindergarten children and those with additional needs from classrooms, informing teachers. Children from grades 1–6 go to the designated collection point and are signed in. Walkie talkies may be used to communicate with the Nominated Supervisor. Children must wash hands upon arrival. Alternative authorised collectors must be confirmed in writing.

Absent or Missing Children

Parents must notify the Service of absences. If a child does not arrive at the expected time, educators contact parents, teachers, and search the premises. If a child is missing, police, parents, and school staff are contacted, and children remaining at the Service are supervised. The Regulatory Authority is notified within 24 hours of serious incidents.

Departure from OSHC Service

Children may only leave with authorised persons or for emergencies. Photo identification must be sighted before release. Children must be signed out, and tablets or pens used for signing are disinfected. Children should be collected by 6.00 pm. In cases of restricted access, court orders overrule parental requests, and police may be involved if necessary. Educators ensure that children are not left behind on premises and follow emergency procedures as needed.

Vacation Care, Visitors, and Late Collection

During Vacation Care, arrival and departure procedures are followed as above. Visitors must sign in and out, follow hygiene and safety requirements, and are not left alone with children. Late collections are managed with at least two educators remaining until children are collected, and a late fee applies. Parents are expected to notify the Service if late; persistent lateness may result in enrolment termination.

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Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the management and resolution of complaints and grievances.

This means that all complaints and grievances must be managed in a way that prioritises the protection of children from harm and ensures their safety, wellbeing and rights are upheld above all other considerations. Educators, staff and management are required to exercise professional judgement and take all reasonable steps to respond to complaints promptly, fairly and appropriately, particularly where a child's safety, health or wellbeing may be at risk.

The Service will ensure that all complaints are handled with transparency, procedural fairness and confidentiality, while maintaining a strong focus on child safety. Where a complaint relates to a child protection concern, serious incident or potential risk of harm, immediate action will be taken to safeguard children, including following mandatory reporting requirements and notifying relevant authorities as required.

All practices relating to the management of complaints must prioritise children's safety, dignity and wellbeing, ensuring that every child is protected, supported and able to feel safe at all times.



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Review

Date:	Changes:	Reviewed by:
26/11/2021	New policy (All updated)	Charmayne Nathan
04/07/2024	Removed Covid 19 protocols for delivery and collection of children.	Charmayne Nathan
15/09/25	Policy was updated, information was condensed.	Charmayne Nathan
24/4/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan