Glen Iris Child Care and Kindergarten

GI-009 – Delivery and Collection of Children Policy

Policy Number	GI-009
Quality Area	QA2 – Children's Health and Safety QA6 – Collaborative Partnerships with Families and Communities
National Law	s.165 • s.167
National Regulations	Regs. 99 • 102 • 168
Related NQS	QA2.2.1 • QA2.2.2 • QA6.1.1
EYLF V2.0	Principles – Secure, Respectful and Reciprocal Relationships • Partnerships
Victorian Child Safe Standards:	Standards 2, 4 & 11
Version:	1.0
Approved By:	Centre Director
Approved Date:	July 2026
Review Date:	July 2027

OUR COMMITMENT

At **Glen Iris Child Care and Kindergarten**, the safety and wellbeing of every child is our highest priority.

We are committed to ensuring every child's arrival and departure is managed safely, consistently and respectfully. Through clear procedures, strong partnerships with families and accurate record keeping, we provide a secure environment where children are always accounted for and released only to authorised persons.

Our delivery and collection procedures support children's wellbeing, promote positive communication with families and ensure legislative requirements are consistently met.

LEGISLATIVE INTENT

This policy supports Glen Iris Child Care and Kindergarten in meeting its obligations under the Education and Care Services National Law and National Regulations by ensuring children are safely delivered to and collected from the service, attendance records are accurately maintained and children are protected from harm.

PURPOSE

The purpose of this policy is to provide clear procedures for the safe arrival and collection of children attending the service.

This policy aims to ensure children are always supervised, attendance records remain accurate, authorised collection arrangements are followed and strong communication is maintained with families.

WHO THIS POLICY APPLIES TO

This policy applies to:

- Approved Providers
- Centre Director
- Nominated Supervisor
- Responsible Persons
- Educational Leader
- Educators
- Administration Team
- Families
- Authorised Nominees
- Students
- Volunteers
- Visitors

DEFINITIONS

Authorised Nominee
A person listed on a child's enrolment record who has written authority from the parent or guardian to collect the child or make decisions as permitted by the enrolment record.

Attendance Record
The official record of each child's arrival and departure, including the time and the signature or electronic confirmation of the person delivering and collecting the child.

Authorised Collection
The process of releasing a child only to a parent, guardian or authorised nominee identified on the child's enrolment record, unless otherwise permitted by law.

WHY THIS POLICY MATTERS

The arrival and departure of children are important times of the day that require careful planning, effective communication and consistent procedures.

Safe delivery and collection practices help protect children from harm, maintain accurate attendance records and strengthen partnerships between families and educators. They also provide valuable opportunities to exchange information about each child's wellbeing, routines and experiences, supporting continuity between home and the service.

GUIDING PRINCIPLES

Glen Iris Child Care and Kindergarten is committed to:

- Maintaining children's safety at all times.
- Releasing children only to authorised persons.
- Maintaining accurate attendance records.
- Promoting respectful communication with families.
- Ensuring children are always supervised.
- Supporting smooth transitions between home and the service.
- Meeting all legislative requirements relating to attendance and collection.

OUR POLICY

Glen Iris Child Care and Kindergarten has clear procedures to ensure every child is safely delivered to and collected from the service.

Children must be signed in and out each day using the service's approved attendance system. Families are responsible for ensuring educators are aware of their child's arrival and departure and for notifying the service of any changes to authorised collection arrangements.

Children will only be released to a parent, guardian or authorised nominee listed on the enrolment record unless alternative written authorisation has been provided or otherwise permitted by legislation.

Where concerns arise regarding the safe collection of a child, educators will take immediate action to protect the child's safety and follow relevant legislative requirements and service procedures.

HOW WE PUT THIS POLICY INTO PRACTICE

Arrival at the Service

Glen Iris Child Care and Kindergarten will:

- Welcome each child and family in a warm, respectful and inclusive manner.
- Ensure children are accompanied into the service by a parent, guardian or authorised nominee.
- Require families to sign their child into the service using the approved electronic attendance system before leaving.
- Ensure educators are aware when a child arrives and assume responsibility for supervision only after the child has been handed over.
- Use arrival times as an opportunity to exchange important information about the child's wellbeing, routines or any changes that may impact their day.

Collection from the Service

The service will:

- Release children only to a parent, guardian or authorised nominee listed on the child's enrolment record, unless alternative written authorisation has been provided.
- Request photo identification from any person unknown to educators before releasing a child.
- Ensure families sign their child out using the approved attendance system before leaving the service.
- Share relevant information about the child's day with families while maintaining the privacy of other children and families.
- Ensure children remain under educator supervision until they have been collected.

Changes to Collection Arrangements

Where collection arrangements change, the service will:

- Require families to notify the Centre Director or Responsible Person as soon as possible.
- Request written confirmation of temporary collection arrangements where practical.
- Verify the identity of any person not previously known to educators.
- Refuse to release a child where authorisation cannot be confirmed or where there are concerns regarding the child's safety.

Late Collection
If a child has not been collected by the agreed closing time, educators will:

- Attempt to contact the child's parent or guardian.
- Contact authorised nominees if parents are unable to be reached.
- Continue to supervise and support the child until collection.
- Follow the service's procedures where a child remains uncollected, including contacting the appropriate authorities if required.

Court Orders and Parenting Arrangements
Glen Iris Child Care and Kindergarten will:

- Follow current court orders or parenting orders provided to the service.
- Maintain confidentiality regarding family circumstances.
- Ensure all educators who require access to relevant information are aware of any legal arrangements affecting the child's collection.
- Seek clarification where documentation is unclear before implementing restrictions.

Children's Safety
Educators will:

- Maintain active supervision during arrival and departure times.
- Monitor entry and exit points throughout the day.
- Promptly report any concerns regarding unauthorised persons or child safety.
- Follow the Child Safe Environment Policy and Child Protection Policy if concerns arise regarding a child's safety or wellbeing.

ROLES & RESPONSIBILITIES

Approved Provider
Will:

- Ensure systems are in place to support the safe delivery and collection of children.
- Ensure legislative requirements are met.
- Support regular review of attendance and collection procedures.

Centre Director
Will:

- Oversee the implementation of this policy.
- Maintain accurate enrolment and authorised nominee records.
- Support educators in managing collection concerns.
- Ensure attendance records are maintained.
- Respond to concerns regarding unauthorised collection or child safety.

Educational Leader
Will:

- Support educators to maintain consistent arrival and departure practices.
- Promote reflective discussions regarding children's wellbeing during transitions.
- Encourage communication that strengthens partnerships with families.

Educators
Will:

- Welcome children and families each day.
- Ensure every child is signed in and out correctly.
- Confirm collection arrangements before releasing children.
- Maintain active supervision during arrival and departure times.
- Communicate respectfully with families regarding children's wellbeing.
- Report concerns immediately to the Centre Director or Responsible Person.

Administration Team
Will:

- Maintain current enrolment and authorised nominee records.
- Assist families with attendance procedures.
- Update records promptly when information changes.
- Support communication regarding attendance and collection requirements.

Families
Will:

- Escort their child into the service and ensure an educator is aware of their arrival.
- Sign their child in and out using the approved attendance system.
- Notify the service of changes to authorised collection arrangements.
- Keep authorised nominee information current.
- Collect their child before the service closes or notify the service if delayed.

GLEN IRIS IN PRACTICE

At Glen Iris Child Care and Kindergarten, arrival and departure times are valued as important opportunities to strengthen relationships with children and families.

Families sign children in and out using the electronic kiosk located in the foyer. Educators greet each child by name, support smooth transitions into the learning environment and take time to exchange important information with families about children's wellbeing, routines and experiences.

Throughout the day, educators maintain accurate attendance records and actively supervise entry and exit points to ensure children remain safe. We work closely with families to manage changes to collection arrangements and always prioritise children's safety when making decisions about authorised collection.

CHILDREN'S VOICE IN ACTION

Children are supported to participate in arrival and departure routines in ways that promote independence, confidence and a sense of belonging.

Educators acknowledge children's feelings during transitions, provide reassurance where needed and encourage children to share information about their day. By responding sensitively to each child's individual needs, we create positive transition experiences that support emotional wellbeing and strengthen relationships with families.

EXCEEDING PRACTICE

Glen Iris Child Care and Kindergarten recognises that arrival and departure routines are more than administrative processes—they are opportunities to build trusting relationships, support children's wellbeing and strengthen partnerships with families.

Educators intentionally use these daily interactions to gather meaningful information, celebrate children's achievements and respond to changing family circumstances. Through reflective practice and ongoing communication, we continuously refine our procedures to ensure every child experiences safe, respectful and positive transitions between home and the service.

CONTINUOUS IMPROVEMENT

Glen Iris Child Care and Kindergarten regularly reviews our delivery and collection procedures to ensure they remain safe, efficient and responsive to the needs of children and families.

This policy will be reviewed through:

- Feedback from children, families and educators.
- Attendance record audits.
- Staff and leadership meetings.
- Incident and near-miss reviews.
- Critical reflection.
- Quality Improvement Plan goals.
- Changes to legislation or regulatory requirements.
- Assessment and Rating outcomes.

Continuous improvement ensures our arrival and departure practices continue to promote children's safety, wellbeing and strong partnerships with families.

RELATED LEGISLATION

Education and Care Services National Law Act 2010

- **s.165 –** Offence to inadequately supervise children.
- **s.167 –** Offence relating to protection of children from harm and hazards.

Education and Care Services National Regulations 2011

- **Reg. 99 –** Children leaving the education and care service premises.
- **Reg. 102 –** Authorisation for children to leave the education and care service premises.
- **Reg. 168 –** Education and care service policies and procedures.

National Quality Standard

Quality Area 2 – Children's Health and Safety

- **QA2.2.1 –** At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- **QA2.2.2 –** Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

Quality Area 6 – Collaborative Partnerships with Families and Communities

- QA6.1.1 – Families are supported from enrolment to be involved in the service and contribute to service decisions.

Early Years Learning Framework (EYLF) V2.0
Principles
- Secure, Respectful and Reciprocal Relationships
- Partnerships

Practices
- Responsiveness to Children
- Holistic, Integrated and Interconnected Approaches
- Collaborative Leadership and Teamwork

Outcomes
- **Outcome 1 –** Children have a strong sense of identity.
- **Outcome 3 –** Children have a strong sense of wellbeing.

Victorian Child Safe Standards
This policy supports:
- **Standard 2** – Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- **Standard 4** – Families and communities are informed and involved in promoting child safety and wellbeing.
- **Standard 11** – Policies and procedures document how the organisation is safe for children and young people.

RELATED DOCUMENTS

This policy should be read in conjunction with:
- Acceptance and Refusal of Authorisations Policy
- Child Safe Environment Policy
- Child Protection Policy
- Enrolment and Orientation Policy
- Excursions Policy
- Incident, Injury, Trauma and Illness Policy
- Privacy and Confidentiality Policy
- Supervision Policy

SUPPORTING DOCUMENTS

The following documents support the implementation of this policy:
- Child Enrolment Records
- Authorised Nominee Records
- Attendance Records
- Electronic Sign In/Out Records
- Court Orders (where applicable)
- Authorisation Forms
- Visitor Register
- Incident Reports (where applicable)
- Communication Records
- Quality Improvement Plan

EVIDENCE OF PRACTICE

Glen Iris Child Care and Kindergarten demonstrates this policy through:

- Accurate electronic attendance records maintained each day.
- Children being signed in and out using the foyer kiosk.
- Current authorised nominee information for every child.
- Identification checks completed when required.
- Active supervision of entry and exit points.
- Communication between educators and families during arrivals and departures.
- Documentation of changes to collection arrangements.
- Staff training on child safety and supervision requirements.
- Regular reviews of attendance procedures through the Quality Improvement Plan.
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REFLECTION & CONTINUOUS IMPROVEMENT

Critical reflection supports our commitment to ensuring every child's arrival and departure is safe, respectful and well managed.

Reflective questions include:

- How effectively do our arrival and departure procedures support children's safety?
- Do families understand their responsibilities for signing children in and out?
- Are authorised collection arrangements consistently followed?
- How do we support children who find transitions between home and the service challenging?
- Are our supervision practices effective during busy arrival and departure periods?
- What feedback have families and educators provided about our collection procedures?
- What improvements could strengthen children's safety and family partnerships?

Outcomes from these reflections inform policy reviews, professional learning, service planning and our Quality Improvement Plan.

VERSION HISTORY

Version	Date Approved	Approved By	Summary of Changes
1.0	July 2026	Centre Director	Initial policy developed as part of the Glen Iris Child Care and Kindergarten Governance, Policy and Procedures Manual. Developed to align with the Education and Care Services National Law, National Regulations, National Quality Standard, EYLF V2.0 and Victorian Child Safe Standards.