



DELIVERY AND COLLECTION OF CHILDREN POLICY

POLICY STATEMENT

Lennox Head Community Preschool is committed to the safe delivery of children to, and collection from, the Preschool. We recognise that children are considered to be under the care of the service from the time responsibility for the child is accepted by educators until the child leaves the service in accordance with authorised arrangements. The safety, rights and wellbeing of children are the paramount consideration in all decisions and practices relating to the arrival and departure of children.

In accordance with Regulation 99, children may only leave the Preschool:

- with a parent or authorised nominee
- in accordance with written authorisation from a parent or authorised nominee
- on an authorised excursion
- for medical treatment, emergency care or another emergency situation.

PURPOSE

This policy provides clear procedures to:

- maintain children's safety during arrival and departure times
- ensure children are only collected by authorised persons
- maintain accurate attendance records
- support effective supervision and accountability practices
- comply with legislative requirements under the Education and Care Services National Law and Regulations.

PROCEDURES

Arrival of Children

Families are required to:

- accompany their child into the Preschool
- ensure their child is signed into the attendance record
- verbally notify an educator of the child's arrival
- ensure the child is left in the direct care of an educator before departing.

Educators will:

- greet children and families on arrival
- supervise entry points and transition areas
- ensure attendance records are completed accurately
- support children with separation and settling routines.

Collection of Children

Children may only be collected by:

- a parent or guardian
- an authorised nominee listed on the enrolment record
- a person authorised in writing by the parent or guardian.

Families must notify the Preschool if someone other than the usual authorised nominee will collect their child.

Educators will:

- ensure the child is signed out at collection

- confirm the identity of unfamiliar authorised nominees through photo identification
- ensure children are handed over to an authorised person
- supervise departure areas to maintain children’s safety.

Authorised Nominees

The Preschool requires:

- authorised nominees to be listed on the child’s enrolment form
- current contact details for authorised nominees
- photographic identification from unfamiliar authorised persons
- copies or records of identification where required.

Children will not be released to a person:

- not listed as authorised
- unable to provide suitable identification
- where collection arrangements conflict with court orders or parenting orders.

Attendance Records

The Preschool will maintain attendance records that include:

- each child’s full name
- arrival and departure times
- signatures of the person delivering and collecting the child or an educator/nominated supervisor.

Attendance records will be reviewed regularly to ensure accuracy and compliance.

Before closing each day:

- educators will check all indoor and outdoor areas
- attendance records will be checked and confirmed
- educators will confirm all children have been collected.

Late Collection of Children

If a child has not been collected:

- Educators will attempt to contact the parent or guardian.
- If unsuccessful, authorised nominees will be contacted.
- The child will remain supervised by educators at all times.
- Where necessary, the Preschool will follow relevant child protection and emergency procedures.

Concerns About Collection

Educators have a duty of care to protect children’s safety and wellbeing.

A child will not be released where educators reasonably believe:

- the authorised person is affected by alcohol or drugs
- the person appears unable to safely care for the child
- releasing the child may place the child at risk.

In these situations:

- another authorised nominee will be contacted
- the Nominated Supervisor will be informed immediately
- relevant incident and child protection procedures will be followed.

Court Orders and Parenting Arrangements

Families must provide copies of:

- parenting orders
- family court orders
- apprehended violence orders
- any legal documentation affecting collection arrangements.

These documents will be stored confidentially with the child’s enrolment records and followed by educators.

ROLES AND RESPONSIBILITIES

Approved Provider

The Approved Provider will:

- ensure compliance with the National Law and Regulations
- ensure policies and procedures are implemented and reviewed
- ensure staff understand responsibilities regarding authorised collection procedures.

Nominated Supervisor / Responsible Person

The Nominated Supervisor or Responsible Person will:

- ensure attendance and enrolment records are maintained
- ensure adequate supervision during arrival and departure periods
- implement this policy and related procedures
- oversee attendance and collection practices
- ensure educators are informed of authorised nominees and court orders
- support educators in responding to incidents or concerns
- ensure supervision requirements and ratios are maintained.

Educators

Educators will:

- follow arrival and departure procedures
- actively supervise children and entry/exit points
- ensure attendance records are completed accurately
- verify authorised collection arrangements
- immediately report concerns regarding child safety or unauthorised collection attempts.

Families

Families will:

- ensure attendance records are completed
- provide up-to-date authorised nominee information
- communicate changes to collection arrangements
- provide relevant court documentation where applicable
- ensure educators are aware when their child arrives and departs.

LEGISLATIVE REQUIREMENTS

Education and Care Services National Law

- Section 2A – Paramount consideration
- Sections 165 and 167 – Protection from harm and hazards
- Section 170 – Unauthorised persons on premises.

Education and Care Services National Regulations

- Regulations 86 and 87
- Regulation 99
- Regulations 102, 102D
- Regulations 157–161
- Regulations 168–172.

(Reviewed annually with NQF and QIP)

Date last amended May 2026

President's signature _____