

1. Policy Statement

St Nicholas Early Education has a responsibility to ensure all children attending St Nicholas centres/services arrive and depart safely and that there is a record of their arrival and departure each time they attend and leave the service or are absent from the centre/service.

2. Purpose

The purpose of this Policy and Procedure is to ensure:

- Information is provided to St Nicholas staff, parents/guardians/authorised persons and other stakeholders about how St Nicholas early education services will ensure correct procedures are followed when children arrive at or depart from any St Nicholas Education and Care service.
- The Education and Care Services National regulations require approved providers to keep a record of each child's arrival at and departure from St Nicholas centres/services.
- The Education and Care Services National regulations require St Nicholas Early Education to notify the regulatory authority of any child who goes missing from a service once they have been signed in as attending.

3. Procedure Direction

Step	Detail
Delivery to and Collection from St Nicholas early education centres	• Children are to be taken by their parent/guardian to greet an educator upon arrival and are not to be left at the service prior to the opening hours of the service. • Children must be signed in each day by an approved person delivering them to St Nicholas using the kiosk or OWNA App. • Sign in/sign out must be completed accurately. This record is a legal requirement and vitally important, particularly in the case of an emergency. • Parents/carers are asked to communicate any important information to educators, including medication needs.
Delivery to and Collection from St Nicholas OOSH services	Before School Care (BSC) • Children will be signed into before school care by their parent/guardian using the kiosk or OWNA App. • At the end of the before school session, OOSH educators will conduct a roll call and head count to ensure all children are present before signing each child out as they leave the OOSH area to attend school.

	After School Care (ASC) • At the commencement of after school care, each child will be signed in individually once the educator has witnessed their arrival at OOSH. • At the start of each school year, Kindergarten children may be collected by St Nicholas staff, from a designated meeting point, and signed in before being accompanied to the OOSH space. • If a child who is enrolled with the service, but is not on the roll for a particular day, arrives at the service the Nominated Supervisor/Admin Team will be contacted immediately to see if the child has been booked in. • If the child is not booked in, a St Nicholas staff member will accompany the child back to the School office. • Children leaving after school care must be signed out of the session by a parent/guardian or other authorised person, using the kiosk or OWNA App.
Leaving an early education or OOSH service	• Children may only leave the premises if they: ○ are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee ○ leave in accordance with the written authorisation of the child's parent or authorised nominee ○ are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee ○ 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 • Children must be signed out each day on the kiosk by an approved person. • Parents/carers are asked to encourage children to collect their belongings. • The premises will be checked before all educators leave to ensure there are no children present. • If arrangements for collection of a child change throughout the day, St Nicholas MUST be notified by the parent/carer
Authorised nominees collecting children	A parent/guardian may advise that an authorised nominee will collect their child. For an authorised nominee noted on the child's enrolment form, this notification can be either: ○ in writing via signed letter or email correspondence; or

	○ verbal authorisation over the phone and this MUST be verified by 2 staff members. A parent/guardian may advise that another person will collect their child. For a non-authorised nominee this notification can be either. ○ in writing detailing the full name, address and telephone number of the person that will be collecting the child. The letter must also be signed and dated by the parent/carer and must specify the applicable date for collection. ○ or in the case of emergency a parent/carer may give verbal authorisation for a change in pick up person and this must be verified by two (2) staff members. ● A person who is collecting a child and is not known by the St Nicholas team will be required to show proof of identification (e.g. drivers licence) before the child will be released from care. ● Persons 16 years and over can drop off and collect children from St Nicholas. St Nicholas will not allow any person under 16 years of age to drop off or collect a child. Written consent and photographic proof of age is required. An exception applies if a parent is 16 years or under. OOSH services only: ● A sibling under 16 years, but not younger than 14 years may drop their sibling to an OOSH service with prior arrangement with St Nicholas Senior Management, and only in the event of extreme mitigating circumstances.
Late collection of children	● If there are children still present at the service upon closing, a minimum of two educators will remain until all children are collected. ● If children are collected after closing time, a late collection fee is charged. The late fee is \$20 for the first 15 minutes and then \$15 for each additional 15 minutes (or part thereof). This fee is not covered by CCS subsidy. ● If parents/carers know they are going to be late, they must make alternate arrangements for an authorised nominee to collect their child. ● If the parent/carer has not arrived by closing, the Responsible Person will attempt to contact the parent/carer. If the parent cannot be contacted, then the Responsible Person will: ○ call alternative authorised contacts as nominated on the enrolment form ○ if no approved person can be contacted, then the Responsible Person will contact the police and

	relevant authorities. If this is to occur the Responsible Person is to contact the St Nicholas Nominated Supervisor and Area Service Manager/Assistant Head of EE to alert and complete relevant documentation.
Uncollected children at the end of Care	• If a child is not collected by closing time and no contact can be made with parents or emergency contacts, then an educator will contact their immediate Manager and inform them of the situation. • Two staff must remain at the service until the child has been collected. • The Service reserves the right to contact the police if a child has not been collected within a reasonable period of time and there remains no contact from the parent/guardian. • At the end of each day the Nominated Supervisor/Responsible Person, will check the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes
Unauthorised access to children	• St Nicholas will not allow any child to be removed from St Nicholas by an unapproved person, including a parent or other person who is prohibited from having access/contact with the child by a court order of which St Nicholas is aware. • If St Nicholas is aware of court orders that merely restrict an approved person's access/contact with a child or specify the dates and times of access/contact, St Nicholas educators are not required to prevent that approved person from removing the child. Under these circumstances, St Nicholas educators will use reasonable endeavours to inform the child's other parents/carers that an approved person is about to remove the child from St Nicholas. Where someone other than an approved person arrives at St Nicholas to collect a child, regardless of who that person is, the following procedure will be followed: • Educators will explain to the person the reason why the child cannot leave with them. • Educators will make every effort to contact the parent or guardian and confirm the arrangements • Where parents/guardians are unable to be contacted, authorised contact on the child's enrolment will be contacted to facilitate contact with the parents/guardians or collect the child themselves

- If none of the above is successful, two members will remain with the child at the centre until a parent/carer can be contacted.
- Unapproved Persons may be asked to leave the premises.
- If the unapproved person insists on taking the child, St Nicholas team members will call the Police and parent/carer and implement emergency lock-down procedures. The St Nicholas Nominated Supervisor will also notify their Area Service Manager/Assistant Head of EE and the Regulatory Authority.

St Nicholas will refuse to allow a child to leave the service if the person collecting the child:

- is not authorised to collect the child in the enrolment records and the parent has not provided written/verbal authorisation as outlined above
- is in an unfit state including under the influence of drugs or alcohol
- is prohibited in a court order (and a copy has been provided to the service) from having access to the child
- has insufficient proof of their identity

4. Roles and Responsibilities

Role	Responsibility
Approved provider	• ensure that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met • ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, (regulation 158) • ensure systems are in place so that children only leave the service premises: ○ if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee in accordance with the written authorisation of the child's parent or authorised nominee ○ if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee ○ if 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 (regulation 99)

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	• ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families • ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123) • should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing <i>Incident, injury, trauma and illness policy and procedures</i> (regulations 86 and 87)
Area Service Managers	• ensure 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 (e.g. to and from OOSH and School) • take reasonable steps to ensure that nominated supervisors, educators and staff follow the <i>Delivery and Collection of Children policy and procedures</i>
Nominated Supervisor Responsible Persons	• implement the <i>Delivery and Collection of Children policy and procedures</i> • ensure that an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, • implement systems so that children only leave the service premises: ○ if they are given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee ○ in accordance with the written authorisation of the child's parent or authorised nominee ○ if they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the parent or authorised nominee ○ if 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 (regulation 99) • ensure that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families

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	• ensure all supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios (regulations 122 and 123) • communicate any changes to children's delivery and collection arrangements to educators, staff and families • should any incidents occur relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than parents or an authorised nominee), ensure that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (regulations 86 and 87).
St Nicholas Staff Educators	• must be aware of and follow the <i>Delivery and Collection of Children policy and procedures</i> • meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios • be aware of the requirements should any incidents occur.
Parent/Guardian	• be aware of the <i>Delivery and Collection of Children policy and procedures</i> • provide authorisations in their child's enrolment form and ensure the information is kept up to-date • complete the attendance record when their child arrives and leaves, including: their child's name; the date and time they arrive and depart; and their signature • provide written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.

5. Related Documents

Policies and Procedures

- Safe Arrival of Children Policy and Procedure
- Acceptance and Refusal of Authorisations Policy and Procedure
- Supervision Policy and Procedure
- Fees and Payment Policy and Procedure
- Records Management Policy and Procedure
- Enrolment and Orientation Policy and Procedure
- Excursions Policy and Procedure
- Incident, Injury, Trauma and Illness Policy and Procedure

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Legislation

- [Education and Care Services National Regulations \(2011 SI 653\) - NSW Legislation](#)
Regulations: 99, 100, 101, 102, 102AAB, 102AAC, 157, 158, 161
- [Children \(Education and Care Services\) National Law \(NSW\) No 104a of 2010 - NSW Legislation](#)
Sections: 2A, 165, 167, 170

Other References

Delivery of children to, and collection from, education and care service premises. Policy Guidelines. ACECQA, March 2026

National Quality Standard

- QA 2.2.1 Supervision
- QA 2.2.2 Incident and emergency management
- QA 7.1.2 Management systems
- QA 7.1.3 Roles and Responsibilities

6. Definitions

Term	Definition
Authorised Nominee	An authorised nominee is a person chosen by a parent or guardian to collect a child from a service, or to provide consent for medical treatment/transport. They must be listed on the enrolment form, typically aged 18 years of age, and may be required to show identification upon arrival.

7. Document Review

- 7.1. This Policy will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 3 years to ensure it continues to be current and effective.

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