

FAMILY DAY CARE AUSTRALIA

CHECKPOINT SERIES

DELIVERY AND COLLECTION OF CHILDREN

The approved provider of an education and care service must have policies and procedures in place outlining the delivery to, and collection from, an education and care premises.¹

The National Quality Standard outline the importance of ensuring that children are released to authorised nominees.²

Key Points

There are a number of regulations that link to the delivery and collection of children:

- 1) Regulation 99 – outlines the circumstances under which children can leave the education and care premises;
- 2) Regulation 102 – authorisations for excursions and outings;
- 3) Regulation 158 - 159 – outlines what is required to be kept by the approved provider and family day care educator in relation to children’s attendance record; and
- 4) Regulation 160 – indicates that a section of the children’s enrolment records must include those who are authorised nominees for the child.

An authorised nominee is a person who has been given permission by a parent or family member of the child to collect the child from a family day care educator.³

There are specific examples for when children can leave the premises, and include:

- When a parent or authorised nominee collects the child;

- When written authorisation from the parent or authorised nominee is provided;
- When written authorisation from the parent or authorised nominee has been provided for the child to attend an excursion or outing; and
- When medical, hospital, emergency or ambulance treatment is required.

Further considerations include:

- Adequately supervising and protecting children from harm and hazards incorporates the delivery and collection of children to and from the premises;
- Arrival and departure times can be used to encourage interactions, communication and the development of relationships;
- Educators could develop a handover procedure that provides clear guidelines for families regarding these times of the day. Some ideas for inclusion could include requirements surrounding the exchange of information, when the educator’s responsibility for the child commences and ceases, the necessity to sign children in and out each day and any particular safety requirements or procedures;
- Stable environments and familiar routines assist children to settle and to form attachments;
- A coordination unit may outline specific processes and requirements associated with the arrival and departure of children. For example, minimum acceptable ages for authorised nominees, locations that are not acceptable for the delivery of children, and what to do in a situation where none of the authorised nominees are available to collect a child; and

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Please note that the information in this Fact Sheet represents general guidance only to encourage critical reflection on your practice. If the content raises any concerns for you, please check with your Coordinator or Service.

¹ Regulation 168(2)(f), ² Element 2.2.1 and 7.1.2, ³ National Law Section 170

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- Situations where a child goes missing, or has been removed from the premises without authorised permission are considered as a serious incident. A serious incident needs to be reported to the Regulatory Authority within 24 hours of the incident.

Useful Resources

[Delivery and Collection of Children](#)

Checkpoint Questions

- Are you familiar with your service's policies and procedures in relation to the delivery and collection of children?
- Do you have an understanding of your obligations in relation to the delivery and collection of children?
- Do your enrolment records for each child contain current authorisations for the collection of children?
- Do you have written authorisation has been obtained for children to leave the premises?
- Are you aware of what to do if a situation arises where written authorisation has not been provided?
- In circumstances where there is restricted or prohibited access to a child, are you aware of the individual requirements and ensure that these are applied?
- Do families have a have an understanding of the guidelines and procedures for the delivery and collection of children?
- Are children and families assisted to settle into the service each day?
- Are arrival and departure times utilised for information exchanges and relationship building opportunities?
- Are accurate arrival and departure times for all children recorded on attendance sheets?

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