



Bacchus Marsh
Grammar

ELC POLICY

Early Learning Centre Delivery and Collection of Children Policy

Approved by the Approved Provider: 28 July 2026

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Delivery and Collection of Children Policy

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1 Quick Reference

child safety | paramount consideration | harm | risk of harm | supervision | duty of care | privacy | record keeping | incidents | record keeping | supporting children | safeguarding | physical safety | child safe governance | responding to harm | attendance | duty of care | authorisations | safe arrival of children

2 Purpose and Background

2.1.1 To set out:

- guidelines and procedures to ensure all children are delivered to and collected from our service safely
- how we keep accurate records of children's attendance at the service

2.1.2 This policy is a requirement under the Education and Care Services National Regulations. The approved provider must ensure that policies and procedures are in place for the delivery and collection of children to and from service premises.

2.1.3 This policy also helps us to comply with national and state specific legislation and frameworks including the National Child Safe Standards and The National Quality Standards.

3 Scope

3.1.1 This policy applies to:

- 'Staff': the approved provider, persons with management or control, nominated supervisor, paid workers, volunteers, work placement students, and third parties who carry out related work at our service (e.g., contractors, subcontractors, self-employed persons, employees of a labour hire company)
- Children in our care, their parents, families and care providers
- Visitors to our service who carry out related work, including allied health support workers.

4 Definitions

4.1.1 The following definitions apply to this policy and related procedures:

- 'Authorised emergency contact' is a person who has been nominated by the child's parent or legal guardian to be notified in case of an emergency.
- 'Attendance record': Kept by the centre to record details of each child attending the centre, including name, time of arrival and departure, and the signature of the person delivering and collecting the child or of the nominated supervisor or educator.
- 'Authorised Nominee': A person who has been given written authority by the parent of a child to collect that child from the education and care centre. These details will be on the child's enrolment form.
- 'Duty of care': A legal concept that refers to the responsibility of all staff members in any early childhood service to take reasonable steps to protect children in their care from harm that is foreseeable.
- 'Emergency': An incident, situation or event where there is an imminent or severe risk to the health, safety or well-being of a person at the service (e.g., a flood, fire or a situation that requires the service premises to be locked down or other type of emergency response)
- 'Exclusion period': is the time during which a child or staff member must not attend the service to prevent the spread of infectious diseases.
- 'Hazard': is anything that can cause harm or have a negative impact.
- 'Inappropriate person': A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind make it inappropriate for them to be on the premises (National Law s 171(3)).
- 'Medical emergency': means an injury or illness that is acute and poses an immediate risk to a person's life or long-term health.

- 'Parents': includes guardians and persons who have parental responsibilities for the child under a decision or order of court
- 'Serious incident': is defined in the National Regulations (reg 12) and includes:
 - the death of a child at the service, or following an incident occurring at the service
 - any incident involving serious injury or trauma to a child at the service which a reasonable person would consider required urgent medical attention or where the child attended or ought to have attended a hospital
 - any incident involving serious illness of a child at the service, where the child attended or ought to have attended a hospital
 - any emergency for which emergency services attended
 - any circumstance where a child:
 - appears to be missing from the service or cannot be accounted for
 - appears to have been taken or removed from the service premises in a manner that contravenes the National Regulations
 - is mistakenly locked in or out of the service premises or any part of the premises
 - is subjected to inappropriate conduct (considered by the regulatory authority to be a serious incident)
- 'Staff': unless otherwise indicated, refers to the approved provider, persons with management or control, nominated supervisor, paid employees, volunteers, students, and third parties who are covered in the scope of this policy
- 'Unauthorised person': Any person not listed as an authorised nominee on a child's enrolment form.

5 Policy Statement

- 5.1.1 The safety, rights and best interests of all children is our paramount consideration in all decisions and actions taken when providing care and education for children (the paramount consideration) (National Law s 2A). The rights and best interests of each child must prevail over all our other interests or obligations.
- 5.1.2 We are committed to meeting our regulatory requirements and taking all reasonable steps to protect children's safety, health and wellbeing when they are delivered to, and collected from, our service.
- 5.1.3 The approved provider and nominated supervisor take every reasonable precaution to protect children from harm and from any hazard likely to cause injury (National Law s 167) and ensure that all children are being adequately supervised at all times (National Law s 165).
- 5.1.4 The transition of children to and from our service requires particular attention as these are often busy times with many people coming and going.
- 5.1.5 Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

5.2 Arrival

- 5.2.1 All children must be signed in by their parent or person who delivers the child to our service with the record stating the child's full name, date and time of arrival (National Regulations reg 158).
- 5.2.2 All children must be signed in by a parent or a person over the age of 18 years
- 5.2.3 A nominated supervisor or educator can sign a child in if the parent/authorised nominee forgets to sign the child in (National Regulations reg 158).
- 5.2.4 An educator will greet and receive each child to ensure the child is cared for at all times.
- 5.2.5 Educators will assess the health and wellbeing of each child. Children who are unwell, including those who have symptoms of an infectious disease, or an injury which prevents them from participating in activities, or an injury which a doctor has or would likely say means the child must be excluded from care (e.g. a head injury) will not be permitted to attend until a letter of clearance is provided by a doctor.

See Incident, Injury, Trauma and Illness Policy and Procedures and Safe Arrival of Children Policy

5.3 Departure

5.3.1 A child may only leave the service if (National Regulations reg 99):

- they are in the care of a parent (but not a parent who is legally prohibited from having contact with the child), an authorised nominee named in the child's enrolment record or a person who is authorised by one of these parties to collect the child
- they leave in accordance with the written authorisation of the child's parent or authorised nominee
- is taken on an excursion in accordance with the National Regulations reg 102
- is transported by the service or on transport arranged by the service in accordance with National Regulations regs 102B-102F
- they are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance treatment, or because of another emergency.

See Excursions Policy, Incident, Injury, Trauma and Illness Policy and Transport Policy

5.3.2 Before leaving the premises, the child must be signed out by the person who collects the child from our service with the record stating the child's full name, date and time of departure (National Regulations reg 158).

5.3.3 A nominated supervisor or educator can sign a child out if the parent/authorised nominee forgets to sign the child out (National Regulations reg 158).

5.3.4 All children must be signed out by a parent or person over the age of 18 years

5.3.5 Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case, educators may accept verbal authorisation for an alternate person. Photo identification must be verified before the child leaves the premises.

5.3.6 No child will be released into the care of a parent who is prohibited by a court order from having contact with the child.

5.3.7 No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:

- ensure the safety of all children and adults at the service, and implement lockdown procedures if required
- ring the police on 000

5.3.8 Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date.

5.3.9 No child will be released into the care of anyone not known to educators. Parents must give prior notice where:

- the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
- there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

5.3.10 If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity they will be unable to release the child into that person's care.

5.3.11 If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:

- discuss their concerns with the parent, if possible without the child being present
- suggest they contact another parent or authorised nominee to collect the child

- inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- 5.3.12 If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child.
- 5.3.13 If a serious incident has occurred, where it was deemed there was a risk to a child's safety, health or wellbeing (see Definitions), inform the Regulatory Authority within 24 hours (National Regulations reg 176).
- 5.3.14 If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
 - attempt to contact the parents or other authorised nominees
 - leave a voicemail or SMS message on the parent's phone if they do not answer advising that they will wait up to 30 minutes before ringing the police or Child Protection Crisis Line
 - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Crisis Line for guidance on the appropriate action to take.
- 5.3.15 Educator to child ratios must be maintained including when children are collected late from the service.

See Child Protection Policy and Incident, Illness, Trauma and Illness Policy

- 5.3.16 At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.

See Lock Up Policy

- 5.3.17 Children may leave the premises in the event of an emergency, including medical emergencies.

See Emergency Management and Evacuation Policy

5.4 Use of day-to-day attendance record to ensure that children are accounted for throughout the day

- 5.4.1 The day-to-day attendance record is used throughout the day to support the supervision, safety and wellbeing of children and to help ensure that all children are accounted for at all times.
- 5.4.2 Educators regularly check and use attendance records during transitions, routine movements, excursions, emergencies, evacuations, lock downs, outdoor play, rest periods and other changes in the children's location or grouping
- 5.4.3 Attendance records are checked against the physical presence of children in each environment to identify any discrepancies immediately
- 5.4.4 Educators communicate with each other about children arriving, departing or moving between rooms or groups to ensure attendance information remains accurate and up to date
- 5.4.5 Any unexplained absence, discrepancy or concern regarding a child's whereabouts will be acted on immediately in accordance with the service's supervision, incident management and emergency procedures.

See Child Safe Environment Policy. Record Keeping and Retention Policy and Emergency Management and Evacuation Policy

6 Principles

- 6.1.1 The best interests, rights, welfare, safety and wellbeing of children in our care is our number one priority.
- 6.1.2 Our policies and procedures are based on the latest guidelines and recommendations from health authorities, and we comply with the relevant laws, regulations and standards.

- 6.1.3 We communicate with staff, families, children and government authorities to manage and mitigate risks, ensuring that everyone is informed and contributing to a safe environment.
- 6.1.4 We regularly review and update our policies and procedures to make sure they still reflect current best practices and address emerging health risks.

7 Policy Communication, Training and Monitoring

- 7.1.1 The approved provider must take reasonable steps to ensure that nominated supervisors, staff members and volunteers follow and can readily access this policy and related procedures (National Regulations regs 170, 171).
- 7.1.2 This policy and related documents can be found BMG Web site, Policy folder in the Gallery and on the staff one drive policy file
- 7.1.3 The approved provider and nominated supervisor will ensure that relevant staff, volunteers and students are formally inducted and trained to implement this policy and related procedures, and to understand their roles and responsibilities under them.
- 7.1.4 The nominated supervisor and staff leaders will ensure this policy and its related procedures are regularly reinforced through staff meetings, staff professional development programs, written material and workplace displays.
- 7.1.5 The approved provider and nominated supervisor will regularly monitor and audit staff and address non-compliance. Breaches of this policy are taken seriously and may result in disciplinary action against a staff member.
- 7.1.6 The approved provider and nominated supervisor will provide staff with the resources, time and support they need to comply with this policy and related procedures.
- 7.1.7 At enrolment, the nominated supervisor will ensure that families are given access to/information about this policy and related document. We will also regularly share relevant information about this policy through our usual communication channels.
- 7.1.8 Families are notified in line with our obligations (National Regulations reg 172) when changes are made to our policies and procedures.

8 Legislation Overview

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Law (section)	Description
2A	Paramount consideration – safety, rights and best interests
165	Offence to inadequately supervise children
167	Offence relating to protection of children from harm and hazards
175	Offence relating to requirement to keep enrolments

Regulations	
84	Awareness of child protection law
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
99 - 102	Collection of children from premises and excursions
102AA – 102AAC	Safe arrival of children
102A – 102F	Transportation of children other than as part of an excursion

128B	Child protection training
128B	Child protection training
128C- E	Child safety training
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
176	Time to notify certain information to Regulatory Authority
181, 183-184	Confidentiality and storage of records

8.1 Other applicable Laws and Regulations

Name	Description
<i>Work Health and Safety Act 2011</i>	Describes the primary duty of care to people in the workplace
<i>Privacy Act 1988</i>	Principal act governing the handling of personal information
<i>Family Law Act 1975</i>	National law governing parenting arrangements

8.2 National Quality Standard

Standard/Element	Concept	Description
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazards
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
7.1	Governance	Governance supports the operation of a quality service that is child safe
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

8.3 Early Years Learning Framework

Outcome	Key Component
1: CHILDREN HAVE A STRONG SENSE OF IDENTITY	- Children feel safe, secure and supported - Children develop their emerging autonomy, inter-dependence, resilience and agency
3: CHILDREN HAVE A STRONG SENSE OF WELLBEING	- Children become strong in their social, emotional and mental wellbeing - Children are aware of and develop strategies to support their own mental and physical health and personal safety
5: CHILDREN ARE EFFECTIVE COMMUNICATORS	Children interact verbally and non-verbally with others for a range of purposes

8.4 Victorian Child Safe Standards

Most Relevant Principles
Child safety and wellbeing is embedded in organisational leadership, governance and culture
Families and communities are informed and involved in promoting child safety and wellbeing
People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Implementation of the national child safe principles is regularly reviewed and improved.
Policies and procedures document how the organisation is safe for children and young people



9 Related Documents

9.1 Key Policies

Child Safe Environment Policy | Excursion Policy | Enrolment Policy | Safe Arrival of Children Policy | Acceptance and Refusal of Authorisations Policy | Child Protection Policy | Family Law and Access Policy | Incident, Injury, Trauma and Illness Policy | Infectious Disease Policy | Transport Policy | Emergency Management and Evacuation Policy

9.2 Procedures

Roles and Responsibilities – Delivery and Collection of Children (Appendix A) | Procedure - Delivery and Collection of Children (Appendix B) | Procedure – Child removed without authorisation (in Incident, Injury, Trauma and Illness Policy)

9.3 Resources

[ACECQA: Safe Arrival of Children Information Sheet](#)

[ACECQA: Safe Transportation of Children](#)

[Victorian Government Exclusion Periods](#)

10 Sources

Education and Care Services National Law and Regulations | National Quality Standard | Occupational Health and Safety Act 2004 | Occupational Health and Safety Regulations 2007 | Public Health and Wellbeing Act 2008 | Child Wellbeing and Safety Act 2005 | Children, Youth and Families Act 2005 |

11 Authorisation

ELC Document Name	Delivery and Collection of Children Policy	
Name of Reviewer: Approved Provider	Andrew Neal	Signature:
Name of Reviewer: Nominated Supervisor	Kerry Osborn	Signature:
Date Revised	July 2026 Reviewed annually and when there are changes that may affect this policy or related procedures. The review will include checks to ensure the document reflects current legislation, continues to be effective, or whether any changes and additional training are required	

12 History

Date	Amendment
February 2024	1. Reviewed
March 2025	2. Reviewed no changes. New format.
July 2026	3. Reviewed with significant amendments following new child safety requirements.

13 Appendix A: Roles and Responsibilities – Delivery and Collection of Children

Approved provider responsibilities (not limited to)

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to take every reasonable precaution to protect children from harm and hazards likely to cause injury and to ensure that children are adequately supervised at all times they are in our care

Ensure that our service's governance, management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for the delivery and collection of children are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Ensure this Delivery and Collection of Children Policy and related procedures are in place and available for inspection

Take reasonable steps to ensure our Delivery and Collection of Children Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Ensure that an enrolment record for each child is maintained which abides with *National Regulations* regs 160 and 161

Ensure each child's arrival and departure are documented accurately and in accordance with this policy by the parent, authorised nominee, or member of staff

Ensure all staff follow the correct procedure as outlined in this policy for the safe arrival and departure of children to and from our service

Do not allow any child to leave the premises except with a parent or authorised nominee, or with the written authorisation of parents/authorised nominee or in the case of a medical or other emergency

Should an incident occur relating to the delivery or collection of a child, ensure all regulatory requirements are completed, including adhering to the *Incident, Injury, Trauma and Illness Policy*

Follow the procedure set out in this policy for the late collection of children

Regularly review this Delivery and Collection of Children Policy and related procedures in consultation with children, families, communities and staff

Notify families at least 14 days before changing this Delivery and Collection of Children Policy if the changes will: affect the fees charged or the way they are collected; or significantly impact the service's education and care of children; or significantly impact the family's ability to utilise the service

Nominated supervisor / persons in day-to-day charge responsibilities (not limited to)

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to take every reasonable precaution to protect children from harm and hazards likely to cause injury and to ensure that children are adequately supervised at all times they are in our care

Ensure that our service's governance, management, operations, policies, plans, (including risk management/action plans), systems, practices and procedures for the delivery and collection of children are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Ensure this Delivery and Collection of Children Policy and related procedures are in place and available for inspection

Take reasonable steps to ensure our Delivery and Collection of Children Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Ensure that an enrolment record for each child is maintained which abides with *National Regulations* regs 160 and 161

Ensure any changes to children's delivery and collection arrangements are communicated to relevant staff

Implement this Delivery and Collection of Children Policy and related procedures

Ensure all supervision and ratio requirements are met during delivery and collection of children

Ensure all staff follow the correct procedure as outlined in this policy for the safe arrival and departure of children to and from our service

Do not allow any child to leave the premises except with a parent or authorised nominee, or with the written authorisation of parents/authorised nominee or in the case of a medical or other emergency

Should an incident occur relating to the delivery or collection of a child, ensure all regulatory requirements are completed, including adhering to the *Incident, Injury, Trauma and Illness Policy*

Follow the procedure set out in this policy for the late collection of children

Contribute to policies and procedure reviews and risk assessments and plans in consultation with children, families, communities and staff. Support the approved provider to notify families of reviews and changes according to legislation and our policies and procedures

Educator / other staff responsibilities (not limited to)



Understand and follow this Delivery and Collection of Children Policy and related procedures

Ensure that the attendance record is completed when each child arrives and leaves, including the child's full name, time of arrival/departure and signature of parent, authorised nominee or, where necessary, a staff member

Ensure all staff follow the correct procedure as outlined in this policy for the safe arrival and departure of children to and from our service, including the late collection of children

Do not allow any child to leave the premises except with a parent or authorised nominee, or with the written authorisation of parents/authorised nominee or in the case of a medical or other emergency

Be aware of the requirements should any incident occur relating to the delivery or collection of a child

Families responsibilities (not limited to)

Be aware of the Delivery and Collection of Children Policy

Provide authorisations on your child's enrolment form and ensure this information is kept up-to-date

Use the provided system to record your child's arrival and departure from the service

Ensure staff are aware your child has arrived at, or been collected from, the service

Provide written authorisation should you require a person other than those listed on the enrolment form, to collect their child

Follow procedures for the safe delivery and collection of your child, including late collection

Endeavour to collect your child on time and notify the service if you are likely to be late

Supervise your child before you sign them in and after you sign them out of the service

Supervise other children (i.e. siblings) in your care whilst at the service

Ensure all entry/exit gates are closed behind you and do not grant entry to unknown persons

Ensure your child's belongings are stored appropriately on arrival and collected before leaving

Notify our service to advise of your child's absence on any day they are booked to attend

14 Appendix B: Procedure – Delivery and Collection of Children

Arrival procedure

1. Children and families must not enter the premises prior to the official opening time
2. Child is signed in by parent/guardian or person who delivers the child to the service using the Xplor software on the centre iPad/parent's mobile phone or if this person forgets, signed by the nominated supervisor or an educator
3. Educators greet each child and parent/carer by name
4. Educators assess the health and wellbeing of each child
 - do not accept children who are unwell e.g. have symptoms of an infectious disease, an injury which prevents them from participating in activities, an injury like a head injury which a doctor has or would likely say means the child must be excluded from care
 - tell parents/guardians a letter of clearance is required from a doctor before child can attend
5. Parents/guardians unpack relevant items from child's bag (e.g. hat, dummy, bottles) and give any medication to the child's educator (medications must never be left in bags or lockers), ensuring appropriate authorisation for the medication is in place (see *Administration of Authorised Medication Policy*)
6. Families and educators may exchange important information about the child during arrival
7. Educators support children to settle in and engage in the program

Collection procedure

1. Educator greets parent/guardian/authorised nominee and shares any relevant important information about the child's day. Educator then farewells parent/guardian/authorised nominee and child by name at the end of the day
2. Parent/guardian or authorised nominee must sign the child out using the Xplor software on the centre iPad/parent's mobile phone or if this person forgets, signed by the nominated supervisor or an educator
3. If the person collecting the child is not familiar, educators must refer to child's enrolment form and confirm they are named as an authorised nominee then verify their identity
4. All authorisations must be in writing however parents/guardians or authorised nominees may authorise another person to collect the child over the phone if they are unable to collect a child before the service closes (e.g. in an emergency). If this happens regularly ask parents/guardians to update authorised nominees on enrolment record.
5. Except in emergency situations, parents/guardians or authorised nominees must give as much notice as possible to educators if a new authorised person is collecting the child
6. If an unauthorised person arrives to collect a child the nominated supervisor must:
 - Request that a parent or authorised nominee email written authorisation if possible including the name, address and phone number of the person collecting the child
 - If written authorisation cannot be obtained, accept a verbal authorisation and make a record of this, including the name, address and telephone number of the person who will collect the child. Photo identification must be obtained before the child leaves the premises.
 - Ensure the parent or authorised nominee completes a written authorisation to have on record when next at the service.

7. Parents/guardians and educators ensure the child stays with parent/guardian when they arrive to collect child and is not left unsupervised
8. Educators must continue to be aware of what is happening around them while talking to parents/guardians, ensure supervision of children is not compromised.
9. No child is allowed to leave with an unauthorised person. Call the police and implement lockdown procedures if a person becomes violent or will not leave
10. No child is allowed to leave with a person who cannot be identified and is unknown to educators e.g. by appearance or photo identification
11. No child is allowed to leave with a parent/guardian if there is a Family Court Order to prevent this, however staff cannot stop a parent/guardian taking their child if there is no parenting agreement/plans/court ruling.
See Procedure- Unauthorised removal of child in the Incident, Injury, Trauma and Illness Policy
12. Call the police if the parent/guardian is intoxicated or affected by drugs, is unfit to care for the child and insists on taking the child after you suggest another person collects the child.
 - Staff cannot stop the parent/guardian taking the child.
 - Tell the police what has happened including the person's name and vehicle registration number if known.
 - Make a report via the Child Protection Crisis Line
13. Do not let an authorised nominee, or anyone authorised by a parent/guardian or authorised nominee, collect a child if they appear to be intoxicated, or under the influence of drugs, contact a parents/guardian and states that another person needs to collect the child.
14. If it's closing time and a child has not been collected, the Nominated Supervisor will:
 - try contacting parents/guardians or authorised nominees
 - if possible, leave a voicemail or SMS message saying you will wait 30 minutes before ringing the Police and Child Protection Crisis Line
 - call the Police or Child Protection Crisis Line if the parents/guardians or authorised nominees do not arrive within 30 minutes
 - stay with the child until a parents/guardian, authorised nominee or Police arrive.

See Child Protection Policy for reporting and record keeping obligations