Early Years Policy – Delivery and Collection of Children

Attachment 1 - Authorisation Procedures

These procedures are to be followed when a child is collected by an unauthorised person, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting their child.

**The nominated supervisor will:**

* Send the parent/guardian or authorised nominee an email with a link to Enrol Now to update the authorisation, if it is possible to do so, which will allow the authorised nominee details, including name, address and telephone number of the person who will be collecting the child, to be recorded on the enrolment record.
* accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via the email link provided. In these circumstances, the following procedure is followed:
  + all details of the person collecting the child, including the name, address and telephone number of the person must be obtained
  + two educators take the verbal authorisation message (recommended by Department of Education)
  + the verbal authorisation is recorded in the Enrol Now Child Record as a new authorised nominee by the Educator and a note recorded on the child record.
  + photo identification is obtained to confirm the person’s identity on arrival at the service
  + ensure the attendance record is completed prior to child leaving the service
* refuse to release a child where authorisation is not/cannot be provided by the parent/guardian or authorised nominee
* contact police if the safety of the child or service staff is threatened
* implement late collection procedures (refer to Attachment 3) if required
* notify the approved provider in the event that written authorisation is not provided, for further follow-up.