

## DELIVERY OF CHILDREN TO, AND COLLECTION FROM, THE CENTRE PREMISES POLICY & PROCEDURE

*Sections 165, 167, 170, Regulations 86,87, 99-102, 102D, 122,123, 157-161, 168, 170-172*

# DELIVERY OF CHILDREN TO, AND COLLECTION FROM, THE CENTRE POLICY

### Policy Statement:

The Tenison Woods College Early Learning & Community Centre's 'Delivery of Children to, and Collection From, the Centre' Policy prioritises the safety and wellbeing of children during transitions. Aligned with the Education and Care Services National Regulations, the policy underscores the need for protective measures, supervision, and prevention of unauthorised access. Legislative requirements, such as timely notification of incidents, injuries, or illnesses, are emphasised. The policy also addresses regulations on children leaving the premises, excursion risk assessments, and authorised transportation. Principles guiding the policy emphasise prioritising children's safety, respecting family decisions, and providing training for effective implementation. The biennial review (or as needed) of the policy ensures ongoing compliance with regulations and best practices, reflecting a commitment to creating a secure and nurturing environment for all children.

### Background:

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and collection from, the service premises. Children's safety and wellbeing is of primary importance, and approved providers and their services must ensure that appropriate measures are in place to protect children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons.

The transition of children to, and away from, a service requires particular attention, particularly given how busy it can be at certain times and the number of people coming and going. Safeguarding children during their delivery to, and collection from, the service premises can be enabled by the creation of policies and procedures and an effective process for their implementation.

### National Quality Standards (NQS) Links

#### QUALITY AREA 2: CHILDREN'S HEALTH & SAFETY

2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
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 hazard.
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 to identify and respond to every child at risk of abuse and neglect.

#### QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

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### **Legislative Requirements:**

#### **Regulation 86 – Notification to parents of incident, injury, trauma and illness**

- The Centre must ensure that a parent of a child at the Centre is notified no later than 24 hours after, or as practicable, when they are involved in any incident, injury, trauma and illness.

#### **Regulation 87 – Incident, injury, trauma and illness**

- The Centre must keep a record in accordance with this regulation.
- The Incident, Injury, Trauma and Illness Record must include:
  - Name and age of the child, the circumstance leading to the incident, injury or trauma, the time and date of the incident, when the injury was received, or the child was subjected to the trauma.
- Details of the illness while at the Centre, including:
  - The name and age of the child, relevant circumstance surrounding the child becoming ill and any apparent symptoms, the time and date of illness.
- In both these above incidences you must also include:
  - The action taken must be documented, including any medication administered or first aid provided and/or any medical personnel contacted;
  - Details of any person who witnessed the incident, injury or trauma;
  - The name of any person who the Centre tried to notify or attempt to notify of the incident, injury, trauma or illness which the child suffered at the Centre, with the time and date;
  - The name and signature of the person making the entry in the record and the time and date the entry was made.
- All the above information must be included in the Incident, Injury, Trauma or Illness Record as soon as possible but no later than 24 hours after the incident, injury or trauma or the onset of the illness.

#### **Regulation 99 – Children leaving the Centre Premises**

- The approved provider, nominated supervisor and responsible person (Director) must ensure that a child who is being cared for at the service does not leave the premises except in accordance with the subregulation.
- The child may only leave the relevant premise if the child:
  - a) Is given into the care of:
    - A parent of the child;
    - An authorised nominee named in the child's enrolment record;
    - A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
  - b) Leaves the premise in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record.
  - c) Is taken on an excursion with written permission.
  - d) Is given into the care of a person or taken outside the premise:
    - Because the child requires medical, hospital and ambulance care or treatment;
    - Because of another emergency.
  - e) In this regulation, 'parent' does not include a parent who is prohibited by a court order from having contact with the child.

#### **Regulation 100 – Risk assessments must be conducted before the excursion**

- The approved provider, nominated supervisor and responsible person (Director) must ensure a risk assessment is carried out in accordance with regulation 101 before an authorisation referred to in regulation 102(4) is sought for an excursion.
- A risk assessment is not required for an excursion if:
  - The excursion is a regular outing;
  - A risk assessment has been conducted for the excursion;
  - That the risk assessment has been conducted not more than 12 months before the excursion is to occur.

#### **Regulation 101 – Conduct of risk assessments for excursion**

- Risk assessment must identify and assess the risks that may pose safety, health or wellbeing threats to a child and how these will be managed and assessed.

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- Risk assessments must consider:
  - Proposed route and destination, water hazards, risks associated to water-based activities;
  - If involving transport, the means of transport, requirements for seatbelts or safety restraints under Federal and South Australian law, entering and exiting the Centre to access the transport mode and embarking and disembarking, including how each child is accounted for.
- Risk assessments must consider the number of adults and children on the excursion and the risks posed by the excursion and whether the number of educators and/or responsible adults is appropriate or whether adults with specialised skills are required.
- Risk assessments must consider the safety of the activity, the time needed and items that must be taken on the excursion.

### **Regulation 102 – Authorisation for excursions**

- Written authorisation for parent or caregiver (as noted on child's enrolment) has been provided.
- The authorisation must state: child's name, reason for the excursion, if the authorisation is for a regular outing or an excursion, if an excursion the date of the excursion, if the excursion involves transport, type of transport, if seatbelts or safety restraints are required, proposed activity, period of time away from the Centre, anticipated number of children attending the excursion, the anticipated ratio of staff and adults accompanying and supervising the children and explanation that a risk assessment has been prepared and is available to be viewed.
- If the excursion is a regular outing, authorisation is required once in a 12 month period.

### **Regulation 102D – Authorisation for service to transport children**

- The approved provider, nominated supervisor and/or responsible person (Director) must ensure a child in their care is not transported by the Centre unless written authorisation has been given by parent or person authorised in their enrolment.
- The authorisation must be given by a parent or other person given authority in the child's enrolment record to authorise the child being transported by the service or on transportation arranged by the service and must state:
  - The child's name;
  - The reason the child is being transported;
  - If the authorisation is for regular transportation, a description of when the child is to be transported;
  - If the authorisation is not for regular transport, the date on which the transport is for;
  - A description of the proposed pick-up location and destination;
  - The means of transport;
  - The period of time during which the child is to be transported;
  - That a risk assessment has been prepared and is available at the Centre;
  - That written policies and procedures for transporting children are available at the Centre;
  - If the transportation is regular transportation, the authorisation is only required to be obtained once in a 12 month period.

### **Regulation 122 – Educators must be working directly with children to be included in ratios**

- An educator is not to be included in calculating educator-child ratios of the Centre, unless the educator is working directly with the children at the service. This definition of an educator includes an early childhood teacher or suitably qualifies person.

### **Regulation 123 – Educator to child ratios – Centre-based services**

- The ratio at our Centre, in line with regulations, is children aged over 36 months (3 years-old) to and including preschool (Kindergarten) aged children – 1 educator to 11 children.

### **Regulation 157 – Access for parents**

- The approved provider and nominated supervisor of the Centre must ensure that the parent of a child being cared for at the service may enter the Centre at any time.
- The approved provider and nominated supervisor is not required to allow a parent to enter the Centre if:
  - a) Permitting the parent's entry would:
    - Pose a risk to the safety of the child/ren and/or staff at the Centre;
    - Conflict with any duty of the provider, supervisor or educator under Law.

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- b) *The provider, supervisor or educator reasonably believes that permitting the parent's entry would contravene a court order.*

### **Regulation 158 – Children's attendance record to be kept by approved provider**

- *The approved provider ensures that a record of attendance is kept for the service that:*
  - *Full name of the child;*
  - *The date and time the child arrives and departs;*
  - *Is signed by either – the person who delivers the child to the Centre or collects the child from the Centre or the nominated supervisor, responsible person or educator.*

### **Regulation 160 – Child enrolment records to be kept by the approved provider**

- *The approved provider of the Centre must ensure that the enrolment record is kept that includes the following information:*
  - *Full name, date of birth and address of the child;*
  - *Name, address and contact details of:*
    - a) *Each known parent of the child;*
    - b) *Any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted;*
    - c) *Any person who is an authorised nominee;*
    - d) *Any person who is authorised to consent to medical treatment of or to authorise administration of medication to the child;*
    - e) *Any person who is authorised to authorise an educator to take the child outside the Centre;*
    - f) *Any person who is authorised to authorise the Centre to transport the child or arrange transportation of the child.*
  - *Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to power, duties, responsibilities or authorities of any person in relation to the child or access to the child*
  - *Detail of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person,*
  - *The gender of the child*
  - *The language used in the child's home*
  - *The cultural background of the child and if applicable, the child's parents*
  - *Any special considerations for the child, for example, any cultural, religious or dietary requirements or additional needs*
  - *The relevant authorisations set out in regulation 161 and health information in regulation 162*

### **Regulation 161 – Authorisations to be kept in enrolment record**

- *The authorisations to be kept in the enrolment record for each child enrolled at the Centre are:*
  - *An authorisation signed by a parent or person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, a nominated supervisor, responsible person or an educator to seek:*
    - a) *Medical treatment for the child from a registered medical practitioner, hospital or ambulance service*
    - b) *Transportation of the child by an ambulance service*
  - *If relevant an authorisation given under regulation 102 for the Centre to take the child on regular outings*

### **Regulation 168 – Education and care services must have policies and procedures**

- *Our Centre has policies and procedures as set out in sub regulation 2 in Regulation 168.*

### **Regulation 170 – Policies and procedures to be followed**

- *Nominated Supervisors, staff members and volunteers all have an understanding of all policies and procedures and ensure they are followed at the service.*

### **Regulation 171 – Policies and procedures to be kept available**

- *Digital copies of our policies and procedures are available via a QR code in our foyer, in our digital PowerQIP and in our handbook. A hard copy of our policies and procedures can be found in the ELCC office.*

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### **Regulation 172 – Notification of change of policies and procedures**

- All families are notified and sent updated policies and procedures.
- If a change to policy is planned, significantly affecting families, they will be given 14 days' notice.

### **Principles to inform the policy:**

All decision-making should be carried out in accordance with the principles of your service's Delivery of children to, and collection from, education and care service premises policy.

- The safety, health and wellbeing of the children at our service is paramount. Our policies and procedures ensure that children are safeguarded at the points of delivery to, and collection from, the service.
- We value and respect our families' decisions about their children. This includes decisions about the people authorised to collect their children from the service premises.
- We acknowledge the important role played by our service leaders, educators and staff. They are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises.
- Our roles are clearly defined, and we use effective communication to ensure that management, educators and staff are aware of their responsibilities in relation to the safe arrival of children who travel between an education and care service and any other education or early childhood service. Our educators and staff are key to our service's effective operation. Part of the training and development they receive focuses on our Emergency and evacuation policy and procedures. This includes conducting and documenting evacuation rehearsals in accordance with regulatory requirements.

### **Key Terms:**

- **ACECQA (Australian Children's Education and Care Quality Authority):** The independent national authority that administers the National Quality Framework.
- **Authorised nominee:** A person who has been given permission by a parent or family member to collect the child from the service or the educator.
- **Authorised person:** Means:
  - a) A person who holds a current WWCC [working with children check, or equivalent]; or
  - b) A parent/family member of a child who is being educated & cared for by the service or the FDC educator; or
  - c) An authorised nominee of a parent or family member of a child who is being educated and cared for by the service or the FDC educator; or
  - d) In the case of an emergency, medical personnel or emergency service personnel; or
  - e) A person who is permitted under the jurisdictional working with children law to remain at the service without holding a WWCC [working with children check, or equivalent].
- **Enrolment record:** The approved provider must ensure that an enrolment record is kept for each child enrolled at the service. The record must include:
  - Full name, date of birth and address of the child;
  - The name, address and contact details of
    - a) each known parent of the child
    - b) any emergency contact
    - c) any authorised nominee
    - d) any person authorised to consent to medical treatment or administration of medication
    - e) any person authorised to give permission to the educator to take the child off the premises
    - f) any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child.
  - Details of any court orders, parenting orders or parenting plan;
  - Gender of the child;
  - Language used in the child's home;
  - Cultural background of the child and their parents;
  - Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs.
  - Authorisations for:

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- The approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child;
- The service to take the child on regular outings;
- Regular transportation of the child;
- Name, address and telephone number of the child's registered medical practitioner or medical service;
- Medicare number (if available);
- Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis;
- Dietary restrictions;
- Immunisation status;
- If the approved provider or a staff member has sighted a child health record, a notation to that effect.
- **Parent:** In relation to a child, includes:
  - a) A guardian of the child; and
  - b) A person who has parental responsibility for the child under a decision or order of a court.For regulation 99, 'parent' does not include a parent who is prohibited from having contact with the child.

### Links to other policies:

Refer to related policies and procedures,

- Enrolment and orientation
- Acceptance and refusal of authorisations
- Providing a child safe environment
- Incident, injury, trauma and illness
- Transportation of children
- Excursions

### Induction and Ongoing Training:

- Induction training and ongoing training will be provided to managers, coordinators, educators, and staff to assist them in fulfilling their roles effectively in implementing this policy.

### Policy Created/Reviewed:

- This policy was created in January 2024 and will be reviewed annually or as necessary to ensure compliance with regulations and alignment with best practices.

### Monitoring, Evaluation, and Review:

- This policy will be regularly monitored for compliance by designated staff members and reviewed as necessary to ensure it aligns with current regulations and guidelines.

### References:

1. Education and Care Services National Regulations
2. South Australian Health and Education Regulations
3. 'Spike' Childcare app documentation and guidelines
4. Catholic Education South Australia (CESA) policies and guidelines
5. Early Years Learning Framework (EYLF). National Quality Standard (NQS)

Reviewed by David Mezinac  
Tenison Woods College Principal

Reviewed by Fran Scanlon  
Early Learning & Community Centre Director



Signed:  
Dated: 31.7.24

Signed:  
Dated: 31.7.24

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# DELIVERY OF CHILDREN TO, AND COLLECTION FROM, THE CENTRE PROCEDURE

### **Procedure Statement:**

At Tenison Woods College Early Learning & Community Centre, we are committed to ensuring the safe and efficient delivery and collection of children attending our education and care service premises. This policy outlines our procedures to comply with Regulation 99 of the Education and Care Services National Regulations, South Australian Health and Education Regulations, and relevant guidelines from Catholic Education South Australia (CESA). We also utilise the 'Spike' Childcare app for enhanced communication and security. This policy aligns with the principles of the Early Years Learning Framework (EYLF) and the National Quality Standard (NQS) to provide a safe, inclusive, and engaging learning environment for all children.

### **Procedure:**

#### **Arrival and Departure:**

- a) Parents/Guardians are required to sign in their child using the 'Spike' Childcare app upon arrival, providing accurate information about drop-off and pick-up times.
- b) Designated staff members will be present at the entrance to greet children and their families, ensuring a warm and welcoming environment.
- c) Parents/Guardians are encouraged to communicate any specific instructions or concerns regarding their child's arrival or departure with staff members during drop-off or pick-up.

#### **Authorised Pick-Up:**

- a) Parents/Guardians are responsible for providing a list of authorised individuals who are permitted to collect their child. This list should be regularly updated and communicated to the Centre.
- b) Staff members will request identification from any unfamiliar individuals picking up a child. They will cross-check the person's identity with the authorised list before allowing the child to leave the premises.
- c) In case of any doubts or concerns about the identity of an individual, staff members will contact the parent/guardian for verification and confirmation.
- d) If a person is picking up the child who is not on the authorised list, the parents or guardian will need to communicate this with the Centre in writing and tell the individual to bring photo identification.
- e) All persons picking up the children must be over 18 years old.

#### **Late Collection:**

- a) Parents/Guardians are expected to collect their child on time. In the event of a late collection, staff members will provide supervision and care for the child until the authorised person arrives.
- b) If a child is not collected within 15 minutes after the scheduled pick-up time, staff members will attempt to contact the parent/guardian. Emergency contact details provided by the parent/guardian will be used if necessary.
- c) Late collection fees may apply as per the Centre's fee policy. This fee is designed to encourage prompt pick-up and ensure the availability of staff for other responsibilities.

#### **Release of Children:**

- a) Children will only be released into the care of authorised individuals as specified on the authorised list. If they are not the Director is to be informed directly and will talk to the individual.
- b) In case of custody disputes or any legal restrictions, staff members will require appropriate court documents or restraining orders to ensure the child's safety and comply with legal obligations.
- c) If it is believed the parent/guardian is not in a fit state to take the child, the Director is to be informed immediately. Emergency contacts will be notified and the situation explained to the parent/guardian.

#### **Documentation and Record-Keeping:**

- a) The 'Spike' Childcare app will be used to maintain accurate records of children's arrival, departure, and attendance.

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- b) Staff members will promptly record any relevant information related to the delivery or collection of children, including late arrivals or departures, changes in authorised individuals, or any other incidents that occur during these processes.
- c) All records will be securely stored in compliance with privacy and confidentiality regulations.

### **Roles and responsibilities:**

The approved provider will be responsible for:

- Ensuring that obligations under the Education and Care Services National Law and National Regulations are met;
- Ensuring that an attendance record is kept with, each child's name; the date and time they arrive and depart; and the electronic authorisation of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158);
- Ensuring 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;
- Ensuring 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).
- Ensuring that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families;
- Ensuring 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), ensuring that the response meets all regulatory requirements, including implementing your Incident, Injury, Trauma and Illness Policy and procedures (Regulations 86 and 87);
- Taking reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Delivery of Children to, and Collection From, Service Premises Policy and Procedures.
- Ensuring that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff and families, and available for inspection.
- Notifying families at least 14 days before changing the policy or procedures 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.

The nominated supervisor, Director and the Work, Health and Safety officer for Tenison will be responsible for:

- Implementing the Delivery of Children to, and Collection From, Service Premises Policy and Procedures;
- Ensuring that an attendance record is kept with: Each child's name; the date and time they arrive and depart; and the electronic authorisation of the person who delivers or collects the child, a nominated supervisor or educator (regulation 158).
- Implementing 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;



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- 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).
- Ensuring that an enrolment record is kept for each child which contains the information set out in regulations 160 and 161, including authorisations from families;
- Ensuring 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);
- Communicating 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), ensuring that the response meets all regulatory requirements, including implementing your Incident, injury, trauma and illness policy and procedures (Regulations 86 and 87).

The educators will be responsible for:

- Must be aware of and follow the Delivery of Children to, and Collection From, Service Premises Policy and Procedures;
- Ensuring the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the electronic authorisation of the person who delivers/collects the child, a nominated supervisor or educator.
- Ensuring that, when leaving the service, children 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;
  - Given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee.
- Meeting the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios;
- Being aware of the requirements should any incidents occur.

The families will be responsible for:

- Being aware of the Delivery of Children to, and Collection From, Service Premises Policy and Procedures;
- Providing authorisations in their child's enrolment form and ensuring the information is kept up to- date;
- Completing the attendance record when their child arrives and leaves, including: their child's name; the date and time they arrive and depart; and their electronic authorisation;
- Providing written authorisation should they require a person (other than the people listed in the enrolment record) to collect their child from the service.