



## Cheltenham Community Centre Early Learning Childcare

# E5. Dropping and picking up of Children

### 1. Policy

- 1.1 Cheltenham Community Centre (CCC) Children's Services is committed to:
- Meeting our duty of care obligations under the law
  - Ensuring there is a consistent and safe process for the arrival and departure of all children attending CCC Children's Services
  - Reducing stress for families by providing assurance that their child/ren will not be released to unauthorised people during dropping off and collection procedures
  - Explaining clear late pick-up procedures, while understanding if parents are unavoidably delayed
  - Ensuring the children enter a welcoming environment in which they can develop and learn.
- 1.2 All children have the right to experience quality care in an environment which provides for their health and safety. The *Education and Care Services National Law Act 2010* requires that approved provider/ nominated supervisor/coordinators take reasonable care to protect children from a foreseeable risk of harm.
- 1.3 Ensuring that children are only released to authorised persons is a key aspect of children's safety. The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. The Nominated Supervisor in conjunction with the child's parent/guardian will determine if a person between the ages of 16 and 18 is able to be an authorised nominee for their child.

### 2. Procedure

#### 2.1 ***Dropping Off Children:***

- 2.1.1 Children must be signed in using the Xplor app on their parents' device by scanning the QR code on arrival. Staff can assist with this as necessary. The child's name and time of arrival will be recorded.
- 2.1.2 If someone other than the parent or guardian will be dropping off the child, it is preferred that they sign in using the Xplor App. The parent or guardian can invite this person to use the app through their own Xplor account. For occasional drop-offs by others, an Early Childhood Educator can assist by signing in the child.

#### 2.2 ***Picking up Children:***

- 2.2.1 Children must be signed out at the end of each session using the Xplor program.
- 2.2.2 The authorised nominee responsible for collecting the child must be registered on the contact list of the child's profile. No child will be released into the care of a person who is not identified on the enrollment form, without prior notice from the parent or guardian. Introducing in person the authorised nominee who may collect your child is ideal, if this is not possible, implement the following procedures to ensure the child's safety.

### **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.

- We request that the parent/guardian or authorised nominee email the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child
- We will accept a verbal authorisation if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email provided 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 DET)
  - the verbal authorisation is documented and stored with the child's profile on Xplor for follow-up
  - photo identification is obtained to confirm the person's identity on arrival at the service
  - ensure the sign out record on Xplor 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, if required

2.2.3 Under normal circumstances a parent prohibited by a court order from having contact with the child would not be allowed to collect their child.

2.2.4 If the designated person fails to collect your child from the centre within 10 minutes of closing time and no contact has been made with the service, the following procedure will take place:

- Staff will contact the parents on the telephone numbers given
- If no contact can be made, the emergency contacts will be called in turn and asked to collect the child
- If emergency contacts can't be contacted 2 members of staff will stay with the child until contact with parents can be made
- If contact is not able to be made with parents after a period staff will consult with the Early Years Coordinator and the Department of Education and Training and contact the police.

2.2.5 Early childhood Educators have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person, including a person who may pose a risk to the safety, health or wellbeing of any child/ren at the service.

Where an educator believes that the parents/guardians or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for the child, the following procedures must be followed:

- Consult with the nominated supervisor or the approved provider, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative authorised nominee to collect the child.
- If the nominated supervisor or the approved provider fears for the safety of the child, themselves or other service staff at any time, call 000 or contact the police immediately.
- Complete the Incident, Injury, Trauma and Illness Record and file with the child's profile on Xplor.
- Inform the approved provider as soon as is practicable, and at least within 24 hours of the incident.

- Inform the Regulatory Authority (DET) within 24 hours of a serious incident occurring

### 2.3 **Medications:**

Any medications must be given directly to an educator on arrival. A Permission to Administer Medicine form is to be completed by the parent with consultation with the educator. The medications are to be stored in the appropriate place. At the end of the session the medication is to be returned to the parent or authorised nominee.

- 2.4 A child may be taken from the service without parental consent if the child requires urgent medical treatment or if there is an emergency at the service. In these situations, the child's parent/guardian will be notified as soon as possible.

## 3. **Legislation and regulations**

- 3.1 Relevant legislation and standards include but are not limited to:

- *Children, Youth and Families Act 2005 (Vic)*
- *Education and Care Services National Law Act 2010: Sections 167, 170*
- *Education and Care Services National Regulations 2011: Regulations 99, 168(2)(f)*
- *Family Law Act 1975 (Cth)*
- *National Quality Standard, Quality Area 2: Children's Health and Safety*
- *Standard 2.3: Each child is protected*

The most current amendments to listed legislation can be found at:

- [Victorian Legislation – Victorian Law Today](#)
- [Commonwealth Legislation - Federal Register of Legislation](#)

## 4. **Definitions**

- 4.1 **Authorised nominee** (In the context of this policy): a person who has been given authority by the parents/guardians of a child to drop off and/or collect that child from the education and care service. These details will be on the child's enrolment form.
- 4.2 **Department of Education and Training:** The Department of Education and Training (DET) is a Victorian government department. Known until January 2015 as the Department of Education and Early Childhood Development, the DET is responsible for the state's education system. <https://www.education.vic.gov.au/childhood/Pages/default.aspx>
- 4.3 **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 him/her to be on the premises e.g. a person under the influence of drugs or alcohol (National Law: Section 171(3)).
- 4.4 **Permission to Administer Medicine form:** A form to be completed by the child's parent or authorised nominee to give instructions and permission for an educator to administer medicine to a child in their care.
- 4.5 **Xplor:** "Xplor is a software (SaaS) company Headquartered in Melbourne, Australia and expanding to the UK in 2019. Xplor has revolutionised the day-to-day operations of childcare centres - by automating administration to make it possible for educators and parents to focus on a child's education." See <https://www.ourxplor.com/parent/>

## 5. **Sources and related policies**

## 5.1 Sources:

[Children, Youth and Families Act 2005](#)  
[Department of Education and Training - Early Childhood Education and Care Services National Law Act 2010](#)  
[Family Law Act 1975 \(Cth\)](#)  
[Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](#)  
[Guide to the National Quality Standard](#)

## 5.2 Services policies

- Fees
- Confidentiality Policy and Guidelines
- Acceptance and refusal of authorisations
- Enrolment and Orientation
- Interactions with children
- Incident, Injury, Trauma and Illness
- Excursions and Incursions
- Child Safe Environment (formally known as Child Protection policy)
- Emergency and Evacuation
- Confidentiality Policy and Guidelines

## Revision History

Date	Revision	Revised by
10/10/2013	Created	Tammy Rowed
26/04/2020	Updated	Leanne Lee-Ack
10/09/2020	Reviewed for consistency with CCC Policy & Procedure Manual	Catriona O'Neill
04/11/2024	Reviewed & updated	Elizabeth Briggs & Leanne Lee-Ack
29/08/2025	Reviewed and updated	Leanne Lee-Ack