



Authorised Contact Persons

Children's Services Policy No 1.8

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Aim

To ensure only persons authorised by the guardian (account holder) is able to collect a child from the education and care service.

To ensure that if the guardian is not contactable, the education and care service can contact other authorised persons to ensure the wellbeing of the child.

Background Information

The [Education and Care Services National Regulations](#) requires that guardians of children attending an approved education and care service provide details of persons authorised to ensure the wellbeing of the child in the absence of a guardians.

Relevant Legislation

- [Education and Care Services National Regulations](#)
- [Children \(Education and Care Services National Law Application\) Act 2010](#)
- [Children and Young Persons \(Care and Protection\) Act 1998](#)

Resources

- [Child Care Provider Handbook](#) – Australian Government Department of Education
- [Early Childhood Education](#) - NSW Department of Education
- [Australian Children's Education and Care Quality Authority - National Quality Standard](#)
 - **Quality Area 2:**
 - Standard 2.2 - Element 2.2.1, Element 2.2.2 and Element 2.2.3

Guardian Authorisations

Guardians must provide authorisations on their child's enrolment form.

If a guardian does not provide the authorisations that are deemed necessary under the Education and Care Services Regulations, the service is not able to enrol the child.

Guardians can collect their child from the service during operational hours.

If staff have a concern that an authorised person poses a risk to the safety of children or staff at a service, they are not required to grant entry to that individual, even if that individual has parenting rights (Education and Care Services National Regulations).



Court Orders

The service must be provided with a certified copy of any court orders at the time of enrolment of the child or after the making of any subsequent court order.

Staff will adhere to court orders which may be in regard to releasing a child to a guardian or other individual, or providing access to a guardian or other individual as nominated on the court order.

It is at the Nominated Supervisor's discretion to contact the police if it is considered that the child, other children, or staff are at risk of harm by adhering to the court order.

Strategies for each situation will be discussed with the guardian we have listed.

If required, staff will follow the Critical Incidents Procedure (**Children's Services Policy 2.19**) if a prohibited individual enters the service.

Authorised Nominee for collection of Child

An "Authorised Nominee" is a person over the age of 18 who has been given permission by the guardian to collect the child.

Guardians are asked to provide contact details of at least **two** Authorised Nominees on the enrolment form.

Staff cannot release a child into the care of any person other than a guardian, unless they have been nominated and are listed in our Child Care Management System.

Emergency Nominee

An Emergency Nominee is a person over the age of 18 that can be contacted in the event of an emergency and where the guardian is not reachable.

Emergencies may include accidents, illnesses, or failure of the child to present for roll call at the school collection point or of the guardian to collect the child by closing time.

Emergency contacts who may need to collect the child must also be Authorised Nominees.

An emergency contact person may be a relative or a friend. It is recommended that emergency contacts also be Authorised Nominees.

Medical Treatment Authorised Nominee

A Medical Treatment Authorised Nominee is a person over the age of 18 who can consent to medical treatment or authorise medication administration.

In emergencies, the service will contact emergency services first, regardless of guardian approval.

Authorised Persons Under the age of 18

Guardians wishing to nominate someone under 18 should discuss this with the Nominated Supervisor.

Considerations include the age of the child being collected, the age of the collecting child, familiarity, and distance/mode of transport.

The Nominated Supervisor will require written notification and meet the collecting child with the parent to verify identity.



Procedures for Collection of Children by an Authorised Nominee

Guardians can nominate Authorised Nominees via the Enrolment Form on the My Family Lounge portal.

Guardians should notify the service in writing if an Authorised Nominee is collecting the child, preferably by phone, e.g. in instances where the guardian is running late or other unforeseen circumstances arise (such as trains not running or traffic incident). Without notification, staff will attempt to verify with the guardian before releasing the child to the Authorised Nominee.

If the guardian cannot be contacted, then the child will automatically be released to the authorised nominee once photo identification has been sighted.

At other times, the guardian is able to nominate in writing other people who are authorised to collect their child on a temporary basis. The child enrolment form is to be updated with the details of any authorised person. Full contact details of the person is required and the date that specifically applies to this authorisation.

Where a person authorised in writing by a guardian to collect their child, they will be required to provide photo identification to staff at the time of collection of the child. If there is any doubt as to the identification of the authorised person, the guardian will be contacted immediately for verification prior to release of the child.

Only under exceptional circumstances guardians may nominate and authorise a person to collect their child over the phone.

The Nominated Supervisor retains the discretion to refuse to release a child if the Nominated Supervisor deems the child/ren will be at risk of harm in any way. The Nominated Supervisor, or 'Responsible Person', will contact the guardian or emergency contact if this situation arises.

Requests for school-aged children to enter and leave the education and care service on their own will be considered on a case-by-case basis. Guardians requesting this authorisation should discuss it with the Nominated Supervisor of the service and provide the specific dates and the mode of transport home (in writing).

In the event a child attempts to leave the Education and Care setting without authorisation, the Nominated Supervisor, or 'Responsible Person', will contact the guardian or emergency contact if this situation arises.