

Parents Signing Children Out Procedure

This procedure should be read in conjunction with the 'Arrival, Collection and Transportation Policy'

Collecting Children

1. On arrival, educators will greet the parent/guardian/collector and encourage their children to pack away their activity and gather their belongings.
2. If the collector is not known to the educators, the Supervisor will verify the identity of the collector by viewing Photo ID and cross referencing them against the authorised nominees listed in the child's enrolment information.
3. The collector will sign the child/ren out through the Childcare Management Software system on the iPads using their unique credentials. If the software is not working for any reason the details will be documented on paper until the system is back online (including date, time, child/ren, collector & signature).
4. If necessary, The Supervisor will inform the parent/guardian of incidents or injuries that have occurred that day, and have the parent sign any incident or injury forms.

Unlisted Collectors

1. For once off, unlisted collectors, parents are required to notify the Centre by email or phone prior to the collector arriving to give staff prior knowledge of this collection.
2. If the parent has not given prior notice regarding the unlisted collector, the Supervisor will contact the parent/guardian to obtain their approval for the collection
3. The Supervisor will verify the identity of the collector by viewing Photo ID and ensuring that it matches the name provided by the parent
4. If a parent would like to add a collector to the list, for regular collection of the child, parents are required to complete relevant documentation.

Unauthorised Collectors

1. If someone arrives at the Centre to collect a child who is listed as an Unauthorised Collector in the enrolment form, the child will not be released to them, and the Supervisor will ring the parent to notify them of the situation.
2. If the situation escalates, and the Unauthorised Collector continues to try and collect the child or becomes angry or violent:
 - a. the police will be called for assistance, and to advise further actions
 - b. an Emergency Lockdown may also be triggered by The Supervisor

PROCEDURE VERSION AND REVISION INFORMATION



Authorised by GENERAL MANAGER

Current version 2

Last review March 2024