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## 1. Summary

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- 1.1 This policy sets out the obligations and duty of care of Early Learning Centres (ELC) and School Age Care Services (SAC) operating under the Education and Care Services National Law (the National Law) and the Education and Care Services National Regulations (the Regulations) regarding attendance and collection of children from education and care service.
- 1.2 The policy also sets out the Archdiocese of Canberra and Goulburn, Catholic Educations (CECG) expectations of its ELCs and SACs in respect to responsibility and management for maintaining attendance records and authorisations for children to leave education and care premises.
- 1.3 It applies to all CECG ELCs and SACs.

## 2. Attendance and Collection Policy

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- 2.1 The Approved Provider (CECG) must ensure that a record of attendance is kept for the service that:
  - Records the full name of each child attending the service; and
  - Records the date and time each child arrives and departs; and
  - Is signed by the person who delivers or collects the child from the education and care premises, a nominated supervisor or an educator.
- 2.2 The Nominated Supervisor or Responsible Person on Premises must ensure attendance records are complete, correct and at all times accurately record the children who are in attendance.
- 2.3 Under the National Regulations (r99), CECG and Nominated Supervisor must ensure a child being educated and cared for by a service does not leave the service unless:
  - the child is given into the care of:
    - A parent of the child; or
    - An authorised nominee named in the child's enrolment record; or
    - A person authorised by a parent or authorised nominee.
  - leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee, or
  - Leaves the premises on an authorised excursion, or
  - Leaves the premises for medical, hospital, ambulance care, or another emergency.
- 2.4 A parent or family member of a child does not include a person whose access to the child is prohibited or restricted by an order of a court or tribunal, of which CECG or the Nominated Supervisor is aware.
- 2.5 Everyone entering ELC or SAC premises must be an authorised person or under the direct supervision of an authorised person.

### 3. Recording Attendance ELC

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- 3.1 QikKids is used to record children's attendance.
- 3.2 Parents/carers and their authorised nominees, educators and the Nominated Supervisor may sign children in/out of the centre and record attendance.

### 4. Recording Attendance SAC

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- 4.1 QikKids is used to record children's attendance. Where children are transitioning from school or ELC to SAC the SAC Nominated Supervisor must sign the children into SAC as they arrive or ensure that another educator signs each child in on arrival.
- 4.2 The Nominated Supervisor or Responsible Person on Premises is responsible for ensuring attendance records are completed and are correct.

### 5. Transition and Collection Between School and SAC

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- 5.1 Children of different ages and abilities will need different levels of supervision and autonomy when transitioning from the ELC or School to School Age Care. Younger children and children new to the SAC program and unfamiliar with the routine require support and supervision to ensure they are delivered to the service safely. This will commonly mean a member of the SAC will meet these children at the ELC or School to collect them at a nominated point from ELC or School Staff. Commonly children of a younger age in a school will be supervised by teachers and other staff as part of this transition so they are collected at the classroom or at a designated location. For older children they will commonly transition on their own dependant on their independence, level of self-responsibility and any other personal or behavioural characteristics which may create a risk that this will not occur as required.
- 5.2 It is the responsibility of the Nominated Supervisors of both the ELC and SAC to ensure the individual needs of each child are considered to ensure they safely transition from the ELC to the SAC program. Context-specific procedures are to be put in place such as having a SAC educator collect and accompany children from the ELC and taking responsibility for recording their attendance. This should ensure the service does not rely on the child to make this transition but supervises this to ensure it occurs in a safe and timely manner.
- 5.3 It is the responsibility of the SAC Nominated Supervisor to ensure all children who are enrolled to attend the service on any given day are accounted for by either attendance or responding in the event that a child enrolled at the program does not attend.
- 5.4 Within 15 minutes from the end of school all children should be accounted. The Nominated Supervisor must immediately take steps to establish the whereabouts of any child that is enrolled but fails to attend. The SAC service should take all reasonable steps to determine the whereabouts to the child and that they can be accounted for and are safe, including:
  - Contact school administration/teacher to confirm the child's attendance on that day and/or if there is any record that the child left school earlier on the day.
  - Contact Parents/Authorised Nominee to confirm non-attendance/enquire the whereabouts of the child.
  - If unable to verify whereabouts of the child determine in consultation with Parent/Authorised Nominee if the assistance of ACT Policing should be sought.

### 6. Authorised Persons and Nominees

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- 6.1 Parent/Carers must nominate who is authorised to collect a child from CECG ELCs or SACs upon enrolment.
- 6.2 Parents may nominate an individual under the age of 16 to be an Authorised Nominee, to collect a child from an ELC/SAC. The Nominated Supervisor/Responsible Person has discretion whether this person is deemed suitably responsible to collect the child on a case-by-case basis. If the Nominated Supervisor/Responsible Person exercises this discretion they should communicate the decision and reasons for it to the parents/carers in writing.

### 7. Documenting and Confirming Authorisation

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- 7.1 Parents/carers should nominate additional Authorised Nominees in writing (e.g. via email). In urgent situations authorisation may be given over the phone. The Nominated Supervisor/Responsible Person must confirm that authorisation in writing with the parents/carers (e.g. email to the parent/carer after the phone call). A copy of the email should be stored in the child's records.
- 7.2 Authorisation for the collection of children is managed within QikKids. Educators are responsible for verifying the person's authorisation of the person to collect a child. If a person attends to collect that is unfamiliar to educators the child's enrolment record should be checked for authorisation and the ID of the person should be confirmed.
- 7.3 The Nominated supervisor must ensure the processes for documenting, assessing and confirming authorisations are followed.
- 7.4 ELCs, SACs and parents/carers must comply with the CECG Family Law and Related Issues Policy in relation to who children are permitted to leave the service with. This includes providing a copy of any court orders or parenting agreements that may affect who is restricted or authorised to collect a child.

### 8. Responding to Attempted or Actual Unauthorised Collection

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- 8.1 An ELC or SAC must take all reasonable efforts to not permit an unauthorised person to collect a child.
- 8.2 If an unauthorised person becomes aggressive or violent Educators will ensure the safety of all children and adults at the service and implement lockdown procedures and call Police for emergency assistance.
- 8.3 Where an unauthorised person does take a child the Nominated Supervisor must contact the relevant parent/carer as soon as possible to notify them and should also consider contacting ACT Police, depending on the circumstances.
- 8.4 Where an unauthorised person attempts to collect a child, a service should make a record of what has occurred and advise the parent/caregiver in a timely manner about what has occurred.
- 8.5 In the case of unauthorised collection, a CECG critical incident report and ACECQA Serious Incident Report may also be required.

### 9. Abandoned/Uncollected Children

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- 9.1 On occasions parents/carers can be late to collect their children from the service, for example in the event of traffic delays. Parents/carers are given a 15 minute grace period from the closing time of the service to account for such circumstances.
- 9.2 Two educators should remain at the service until all children are collected.
- 9.3 In the event that a child is not collected within 15 minutes of closing time the supervisor on premises is responsible for making contact with parents/carers and/or authorised nominees to establish the reason for the late collection and confirm the child will be collected.
- 9.4 In the event that a child has not been collected 45 minutes after the service closes and attempts to contact parents/carers or authorised nominees have been unsuccessful, educators should inform General Manager, Early Learning Centres and consult on the course of action including contacting ACT Policing and Child, Youth and Protection Services. The advice of these agencies should be followed.

### 10. Reporting and Notifications

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- 10.1 An ELC/SAC is required to report a serious incident to both Catholic Education and the Regulatory Authority in the required timeframe. A serious incident will usually be categorised as a critical incident pursuant to Catholic Education Policies and be required to be reported in specified timeframes to Catholic Education.
- 10.2 The National Regulations (r176) states that serious incidents are to be notified to the Regulatory Authority with 24 hours of the incident.
- 10.3 The National Regulation (r12) states among the prescribed 'serious incidents' that a circumstance where a child appears to be missing or unaccounted for or appears to have been taken or removed from the education and care service in a manner that contravenes the Regulations, such as by an unauthorised person, is a serious incident.
- 10.4 The Nominated Supervisor for the service is responsible for making the required notifications to the Regulatory Authority via the NQAITS [ACECQA portal](#).

### 11. Definitions

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- 11.1 **Approved Provider (ELC and SAC):** The Approved Provider for Early Learning Centres and School Age Care Services are the Trustees of the Roman Catholic Church of the Archdiocese of Canberra and Goulburn (referred to in this document as CECG).
- 11.2 **Authorised nominee:** in relation to a child, means a person who has been given permission by a parent or family member of the child to collect the child from the education and care service or the family day care educator.

11.3 **Authorised person:** means a person who is—

- a person who holds a current working with children check or working with children card; or
- a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or
- an authorised nominee of a parent or family member of a child who is being educated and cared for by the education and care service or the family day care educator; or
- in the case of an emergency, medical personnel or emergency service personnel; or
- a person who is permitted under the working with children law of this jurisdiction to remain at the education and care service premises without holding a working with children check or a working with children card.

11.4 **Duty of Care:** The duty to take all reasonable steps to reduce the risk of reasonably foreseeable harm.

## 12. Related Documents and Legislation

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12.1 **CECG Documents:**

- [ELC and SAC Staffing Policy](#)
- [ELC and SAC Supervision Policy](#)
- [ELC and SAC Enrolment and Orientation Policy](#)

12.2 **Legislation and Standards:**

- [Education and Care Services National Law 2011](#)
- [Education and Care Services National Regulations 2011](#)
- [National Quality Standard](#) (schedule to the Education and Care Services National Regulations)

## 13. Contact

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13.1 For support or further questions relating to this policy, contact the General Manager Early Learning Centres.