

When an Unauthorised Parent/Carer Requests to Collect a Child

Rationale

The purpose of this procedure is to ensure the safety and wellbeing of all children by clearly outlining the steps to be followed when a parent/carer or other adult who is not authorised requests to collect a child from Preschool. This procedure supports staff to meet duty of care obligations and ensures families understand collection requirements.

Policy Statement

Children's safety is our highest priority. Preschool children may only be released into the care of a parent/carer or a person who is formally authorised on the child's enrolment record or through an approved authorisation process. Unauthorised persons will not be permitted to collect children under any circumstances.

Legislative Requirements

National Law: Sections 165, 167

National Regulations: Regulations 99, 158–159, 176

National Quality Framework: Quality Area 2.3

Early Years Learning Framework: 1.1, 3.2

Implementation

Parents/Carers are expected to:

- Ensure all authorised collectors are listed on the child's enrolment record and Authority to Collect form.
- Provide prior written notice and complete the required authorisation form if collection arrangements change.
- Understand that children will not be released to unauthorised persons.
- Contact the school office if there is an urgent change to collection arrangements.
- Provide copies of any relevant court orders or photographs of individuals where there are safety concerns, so staff are aware and can respond appropriately if approached.



Preschool Staff will:

- Notify the Front Office and school leadership immediately.
- Politely but firmly refuse release of the child to unauthorised persons.
- Check enrolment records and Authority to Collect forms.
- Keep the child safely supervised at all times.
- Contact parents/carers or authorised nominees to confirm arrangements.
- Follow emergency or lockdown procedures if required.
- Document the incident in line with Department procedures.

Students will:

- Remain with educators in the classroom or designated safe area.
- Not leave the preschool unless directed by an educator.

Effective:

Term 1, 2026

Date of Next Review:

Term 1, 2027

Developed by:

Preschool Teacher in Charge

