

Title	ELC and SAC Attendance and Collection Policy
Description of policy	This policy sets out the obligations of CECG Early Learning Centres and School Age Care Services regarding children's attendance and collection from services.
Required because	The National Law prescribes requirements in relation to children attending and leaving education and care services. The procedures for the attendance and collection of children from education and care premises are critical to ensuring children are protected from harm or hazard (s167)
Description of changes	Minor changes to formatting, rewording for clarity and links. Inserted reference to the new CCMS software (Xplor). Clarified SACS attendance procedures in the morning session.
Applies to	☐ Organisation-wide ☒ ELCs & SACs ☐ Staff only ☐ Students only ☒ Staff and students
Status	☐ New ☒ Major revision of existing document ☐ Minor revision of existing document
Publication location	Intranet
Related documents	ELC & SAC Supervision Policy ELC & SAC Enrolment and Orientation Policy ELC & SAC First Aid Incident, Injury Trauma & Illness Policy ELC & SAC Excursions and Events Policy Child Safety Policy
Intranet category	Early Learning Centres and School Age Care
Next Review date	May 2027
Trim reference number	R590789
Approval authority for this version:	School and Families Services Leader
Approval date:	5/5/2025
Accountable authority	General Manager Early Learning Centres
Responsible officer	Senior Manager – Early Learning Quality and Compliance

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1. Summary

- 1.1 This policy sets out the obligations and duty of care of Early Learning Centre's (ELC) and School Age Care services (SACs) operating under the Education and Care Services National Law Act (the National Law (s)) and the Education and Care Services National Regulations (r)) regarding attendance and collection of children from education and care service.
- 1.2 The policy also sets out the Catholic Archdiocese Canberra Goulburn Education Limited (CACGEL) 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 CACG ELCs and SACS.

2. ELC and SAC attendance and collection policy

- 2.1 The Approved Provider (CACGEL) 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 approved 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 must ensure attendance records are complete, correct, and accurately record the children who are in attendance at any given time.
- 2.3 Under the National Regulations (r99), the approved provider and/or the 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 authorisations of the child's parent or authorised nominee; or
 - Leaves the premises on an authorised excursion.
 - Leaves the premises on a regular outing.
 - 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 CACGEL and/or the nominated supervisor is aware.
- 2.5 Everyone entering ELC or SACS premises must be an authorised person or under the direct supervision of an authorised person.

3. Recording attendance – ELC

- 3.1 The Child Care Management System (CCMS) software Xplor is used in ELCs to record children's attendance.
- 3.2 The nominated supervisor or responsible person in day-to-day charge is responsible for ensuring attendance records are completed and are correct and all children are signed out of the service before closing.
- 3.3 Parents/carers and their authorised nominees, educators and the nominated supervisor may sign children in/out of the service and record attendance.

4. Recording attendance – SACS

- 4.1 The CCMS software Xplor is used to record children's attendance.
- 4.2 Where children are transitioning from SACS to school and School to SACS the nominated supervisor or responsible person must mark the children's attendance using the CCMS software Xplor (playground app) or ensure that another qualified educator records the attendance of each child.
- 4.3 The nominated supervisor or responsible person in day-to-day charge is responsible for ensuring attendance records are completed and are correct and all children are signed out of the service before closing.
- 4.4 Parents/carers and their authorised nominees, educators and the nominated supervisor may sign children in/out of the service and record attendance.

5. Transition and Collection between School and SACS

- 5.1 Children of different ages and abilities will need different levels of supervision and autonomy when transitioning from the School to SACS. Younger children and children new to the SACS program who are 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 SACS team will meet these children at a nominated point in the school. Commonly children of a younger age in the school will be supervised by teachers and other staff as part of this transition so they are collected from a staff member at the school. For older children they will commonly transition on their own, dependent 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 The nominated supervisor or responsible person of SACS must:
 - ensure the individual needs of each child are considered to ensure they safely transition from primary school to the SACS program. 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.
 - ensure all children who are enrolled to attend the service on any given day are accounted for by either attendance or responding if a child enrolled in the program does not attend.
 - ensure all children are not signed out of their morning session earlier than the session ceases unless written authorisations signed by parent/guardian of the child is on file.
- 5.3 Within a timely manner, from the end of the school day all children must be accounted for. The nominated supervisor or responsible person must immediately take steps to establish the

whereabouts of any child that is enrolled but fails to attend. The SACS service should take all reasonable steps to determine the whereabouts of the child including:

- Check the school administration system (Compass) or contact the 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.
- If a child is marked present on compass, educators will quickly check the service,
- check school pick up points for children and with the supervising teacher.
- Contact school administration to put an announcement over the loudspeaker.
- Check the bus lineup to see if the child is present, if they are known to catch the bus home at times.
- Follow service procedures to locate any missing children.
- Contact Parents/Authorised Nominee to confirm non-attendance/enquire the whereabouts of the child.
- If unable to verify the whereabouts of the child, in consultation with Parent/Authorised Nominee, the assistance of ACT Police should be sought.

5.6 The nominated supervisor or responsible person must ensure that all children leaving the SACS service in the morning have been signed out or marked absent before the children transition to primary school for the day.

5.4 Parent/Carers must nominate who is authorised to collect a child from a CACG ELC or SACS upon enrolment. Parent/Carers can nominate additional contacts to authorise drop-off or collection via the Parent Xplor Home App.

5.5 Parents may nominate an individual under the age of 16 to be an Authorised Nominee, to collect a child from an ELC/SACS. 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.

6. Documenting and confirming authorization

6.1 In urgent situations authorisation may be given over the phone from the parent. The nominated supervisor/responsible person must confirm that authorisation is sort 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 file.

6.2 Authorisation for the collection of children is managed within Xplor.

6.3 If a person attends to collect a child that is unfamiliar to educators, the child's enrolment record via Xplor or paper enrolment form should be checked for authorisation and the ID of the person should be confirmed.

6.4 ELCs, SACS and parents/carers must comply with the CECG Family Law and Related Issues Policy in relation to whom children are permitted to leave the service with. This includes providing a copy of any court orders or parental agreements that may affect who is restricted or authorised to collect a child.

7. Responding to attempted or actual unauthorised collection

7.1 ELC or SACS must make all reasonable efforts to not permit an unauthorised person to collect a child.

- 7.2 If an unauthorised person becomes aggressive or violent the nominated supervisor or responsible person will ensure the safety of all children and adults at the service, implement lockdown procedures and call Police for emergency assistance.
- 7.3 Where an unauthorised person does take a child, the nominated supervisor or responsible person must contact the relevant parent/carer as soon as possible to notify them and should also consider contacting ACT Police, depending on the circumstances. The service must contact the Early Learning General Manager and notify CE Child protection via email childprotection@cg.catholic.edu.au to advise them on the circumstances.
- 7.4 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. The service must contact the Early Learning General Manager and notify CE Child Protection via email childprotection@cg.catholic.edu.au to advise them on the circumstances.
- 7.5 In the case of unauthorised collection, the Director or Responsible Person must complete a CECG incident report (Via ESS) and ACECQA Serious Incident Report.

8. Abandoned/Uncollected Children

- 8.1 On occasions parents/carers can be late collecting their child/ren from the service, for example in the event of traffic delays. Parents/carers are given a 10-minute grace period from the closing time of the service to account for such circumstances.
- 8.2 Two educators should remain at the service until all children are collected.
- 8.3 In the event that a child is not collected within 10 minutes of their booked session the nominated supervisor or responsible person must attempt to contact parents/carers and/or authorised nominees to establish the reason for the late collection and confirm the child will be collected.
- 8.4 If a child has not been collected 30 minutes after the service closes and attempts to contact parents/carers or authorised nominees have been unsuccessful, educators should inform the General Manager, Early Learning 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.
- 8.5 If a family continues pick up their child/ren late from their booked session, a late pick-up fee will be applied and/or the child in the ELC will be moved to the preschool plus session.

9. Reporting and notifications

- 9.1 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.
- 9.2 The National Regulations (r176) states that serious incidents are to be notified to the Regulatory Authority 24 hours of becoming aware of the incident.
- 9.3 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.
- 9.4 The nominated supervisor or responsible person for the service is responsible for making the required notifications to the Regulatory Authority via the NQAITs [ACECQA portal](#).

10. Definitions

- 10.1 **Approved Provider (ELC and SACS):** The Approved Provider for Early Learning Centre's and School Age Care Services is the Catholic Archdiocese Canberra Goulburn Education Limited. (CACGEL)
- 10.2 **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.
- 10.3 **Authorised person** means a person who is:
- A parent or family member of a child who is being educated and cared for by the education and care service; 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
 - In the case of an emergency, medical personnel or emergency service personnel; or
- 10.4 **Duty of Care:** The duty to take all reasonable steps to reduce the risk of reasonably foreseeable harm.
- 10.5 **Excursion:** An outing organised by an education and care service or family day care educator. It does not include an organized outing to on a school site attached to the service if:
- the child or children leave the education and care service premises in the company of an educator; and
 - the child or children do not leave the school site.
- 10.6 **Medical attention:** Includes a visit to a registered medical practitioner or attendance at a hospital.
- 10.7 **Medical emergencies:** an injury or illness that is acute and poses an immediate risk to a person's life or long-term health.
- 10.8 **Regular outing:** In relation to an education and care service, it means a walk to and from a destination:
- That the service visits regularly as part of its educational program; and
 - Where the circumstances relevant to the risk assessment are the same on each outing.
- 10.7 **Regulation (r):** Education and Care Services National Regulations
- 10.8 **National Law (s):** Education and Care Services National Law Act.

11. Related Legislation

- 11.1 Related legislation or Standards
- [Education and Care Services National Law Act 2010](#)
 - [Education and Care Services National Regulations 2011](#)
 - [National Quality Standard](#)

12. Contact

- 12.1 For support or further questions relating to this guide, contact the CECG General Manager Early Learning.