

FREE POLICY TEMPLATE · WORD & PDF

Authorised Pickup & Custody Order Policy

Delivery and collection of children, authorised nominees, court orders and what to do when an unauthorised person arrives.

For approved providers, nominated supervisors and centre directors

Current as at October 2026 · Published by GreeneDesk Pty Ltd

How to use this template

Replace every [square bracket] with your service's details. Delete guidance notes in amber boxes before publishing.

Have the final policy reviewed by your legal adviser, especially sections 7 and 8 on court orders and disputes.

Share it with every family at enrolment and train every staff member who releases children.

1. Purpose

[Service name] releases children only to people who are lawfully entitled and authorised to collect them. This policy sets out how we record who may collect each child, how we check identity at collection, how we comply with court orders, and what we do when someone who is not authorised arrives.

2. Scope

This policy applies to the approved provider, nominated supervisor, persons in day-to-day charge, all educators and staff, volunteers and students, and to every family enrolled at [service name].

3. Legal and quality framework

- Education and Care Services National Law: s165 (adequate supervision), s167 (protection from harm and hazards).
- Education and Care Services National Regulations: reg 99 (children leaving the education and care service premises), reg 158 (children's attendance record), reg 160 (child enrolment records, including authorised nominees and details of any court orders, parenting orders or parenting plans), reg 168 (policies and procedures, including delivery and collection of children), reg 176 (notification of serious incidents).
- National Quality Standard: Element 2.2.1 (Supervision), Element 2.2.3 (Child Safety and Protection), Element 7.1.2 (Management systems).
- Family Law Act 1975 (Cth) and any relevant state and territory child protection and family violence laws.
- Privacy Act 1988 (Cth) and the Australian Privacy Principles.

4. Definitions

Term	Meaning in this policy
Parent	A person with parental responsibility for the child under the Family Law Act, unless a court order says otherwise.
Authorised nominee	A person named in the child's enrolment record by a parent as authorised to collect the child.
Written authorisation	A dated, signed (or verifiable digital) authorisation from a parent or authorised nominee for a specific person to collect the child on a specific occasion or period.
Court order	Any parenting order, family violence order, apprehended violence order (AVO), intervention order, child protection order or similar order affecting who may have contact with or collect the child.
Restricted person	A person who must not collect the child, as shown by a court order held on the enrolment record.

5. Enrolment: recording who may collect

1. At enrolment, each parent completes the authorised nominee section, giving each nominee's full name, relationship, phone number and address.
2. Parents must tell us about any court order affecting the child and give us a **complete, current copy**. We cannot act on an order we have not seen.

3. The nominated supervisor records the order on the enrolment record, flags the child's record, and briefs all staff who release children.
4. Families update nominees and orders in writing whenever they change. We review enrolment collection details at least every 12 months.
5. Photo identification details (or, where the service uses it, consent-based face verification enrolment) are recorded for each authorised nominee.

Guidance note

Keep court orders confidential and stored securely with restricted access. Staff who release children need to know **who must not collect**, not the details of the family's legal matter.

6. Collection procedure

Every collection

1. The child is released only to a parent, an authorised nominee, or a person authorised in writing by a parent or nominee (reg 99).
2. If the educator does not personally know the collector, they check **photo identification** against the enrolment record or written authorisation before releasing the child.
3. The educator checks the child's record for any **court-order flag** before release.
4. The collector signs the child out with the time (reg 158).
5. If anything does not match, the child is **not released** and the educator calls the nominated supervisor or person in day-to-day charge immediately.

One-off or changed arrangements

- Parents give written notice (email or the service app) before the collection, naming the person, date and time.
- Verbal authorisations by phone are accepted only in an emergency, confirmed by calling the parent back on the number on the enrolment record, and recorded straight away.
- The collector shows photo identification on arrival.

Children under the influence or unsafe collection

- If an authorised person appears affected by alcohol or drugs, or otherwise unable to care for the child safely, staff do not physically restrain them. Staff try to keep the child at the service, contact another parent or nominee, and contact police if the child is at risk. Record everything.

7. Court orders, AVOs and restricted persons

- We follow the terms of any court order we hold. Where an order restricts a person, that person is a **restricted person** and will not be given the child.
- Without a court order, both parents generally have equal parental responsibility, and the service cannot prevent a parent from collecting their child on the other parent's request alone. We will tell the requesting parent this and encourage them to seek legal advice.
- A parent cannot remove or override a restriction placed because of a court order. Only a new or varied court order changes the restriction.
- Restrictions are recorded at director level and visible to every staff member who releases children.

Guidance note

Family law situations can be complex. If an order is unclear, out of date, or the parties dispute it, contact your legal adviser and, if the child may be at risk, the police. Do not try to interpret ambiguous orders on the spot.

8. When an unauthorised or restricted person arrives

1. Stay calm. Do **not** release the child. Keep the child and other children in a secure area away from the entry.
2. Tell the person politely that you are unable to release the child and that this is the service's policy.
3. Notify the nominated supervisor or person in day-to-day charge immediately.
4. Contact the authorised parent or nominee.
5. If the person becomes aggressive, attempts to take the child, or a court order is being breached, call **000**. Do not physically restrain anyone.
6. Record the incident in detail: time, names, descriptions, words used, actions taken and witnesses. Preserve any CCTV footage of the event.
7. Notify the regulatory authority within **24 hours** if it is a serious incident, for example if a child was taken or removed from the service in a manner that contravenes the regulations, or appeared to be missing or could not be accounted for (reg 176).
8. Debrief staff and review this policy.

9. Technology at the pickup point (optional)

Where [service name] uses a pickup verification system such as SooperVision Authorised Pickup:

- Only consenting adults (parents, authorised nominees and staff) are enrolled for face verification. **Children are never enrolled or identified.**
- Parents can grant time-limited permissions (a date, range or number of collections) that expire automatically.
- Director-level blocks reflect court orders and cannot be overridden by a parent.
- The verification result supports, and does not replace, the staff check and this policy. Staff still follow section 6.
- Every collection event is timestamped for record keeping. Adults may withdraw consent and request deletion of their face template at any time.

10. Records and privacy

- Attendance records, written authorisations, incident records and copies of court orders are kept securely in line with reg 183 and our privacy policy.
- Access is limited to staff who need it to release children safely.

11. Responsibilities

Role	Responsibilities
Approved provider	Ensures the policy exists, is followed, reviewed and resourced; ensures notifications are made.
Nominated supervisor	Records nominees and court orders; briefs staff; leads incident response; reviews the policy.

Role	Responsibilities
Educators and staff	Check identity and flags at every collection; refuse release when unsure; record and escalate.
Families	Keep nominees, contact details and court orders current; give written notice of changes.

12. Review

This policy is reviewed at least annually, after any pickup-related incident, and when laws change. Families are notified at least 14 days before changes that affect them, as required by the regulations.

Version	Date	Changes	Approved by
1.0		Policy adopted	

Appendix A: One-off collection authorisation form

I authorise the person below to collect my child from [service name] on the date(s) shown.

Child's full name

Authorising parent / nominee name and phone

Person collecting: full name, relationship, phone

Photo ID type sighted (staff to complete)

Date(s) and expected time of collection

Signature of parent / nominee and date

Staff member who released the child, time and signature

Appendix B: Staff quick-check at the door

- ☐ Do I know this person, or have I checked their photo ID?
- ☐ Are they a parent, an authorised nominee, or authorised in writing for today?
- ☐ Is there a court-order flag on this child's record?
- ☐ Has the child been signed out with the time?
- ☐ If anything does not match: child stays, call the person in charge now.

About SooperVision

SooperVision is AI supervision software for Australian childcare centres, delivered by GreeneDesk Pty Ltd (ABN 13 958 181 688) and powered by FaceTagr. It runs on a centre's existing CCTV and alerts educators to configured supervision risks such as a child alone in a zone, a ratio drifting, a gate left open or a personal phone in a children's area.

Video is processed on-site. CCTV supervision does not recognise or identify anyone; face recognition is switched off on CCTV and faces are blurred in alert snapshots. Optional, separate modules use consent-based face verification for authorised pickup adults and educator attendance. Children are never enrolled or identified.

Pricing from A\$350 per centre per month. soopervision.com.au • 1300 181 665 • anita.w@greenedesk.com

This resource is general information for Australian education and care services, current as at October 2026. It is not legal advice. Laws differ between states and territories (NSW applies its own version of the National Law, and Western Australia has its own commencement dates). Check current requirements with your regulatory authority and get legal advice for your circumstances.