

POLICY AIM

To ensure that all children arrive and depart safely from the Sweetpeas environment, and that accurate child attendance records are in place.

RATIONALE

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service. To ensure the health and safety of children at our Service our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out record is not only a legally required document to record children's attendance as per *National Law and Regulations* but also used as a record of the children on the premises should an emergency evacuation be required to be implemented, and that emergency drills are effectively executed (see *Emergency and Evacuation Policy and Procedures*).

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while they are on the service's premises even if they haven't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian (see *Supervision of Children Policy*).

SCOPE - WHO IS AFFECTED BY THIS POLICY?

- Children
- Families
- Staff / Educators
- Management

NATIONAL QUALITY STANDARD

QUALITY AREA 2 - CHILDREN'S HEALTH AND SAFETY

- Element 2.1.1 (Wellbeing and comfort) - Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
- 2.2 (Safety) - Each child is protected.
- Element 2.2.1 (Supervision) - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- Element 2.2.2 (Incident and emergency management) - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
- Element 2.2.3 (Child Protection) - Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

QUALITY AREA 7 - GOVERNANCE AND LEADERSHIP

- Element 7.1.2 (Management Systems) - Systems are in place to manage risk and enable the effective management and operation of a quality service.

RELATED POLICIES & LEGISLATION

RELATED SWEETPEAS POLICIES:

- Acceptance and Refusal of Authorisations Policy
- Administration of Medication Policy
- Child Protection Policy
- Child Safe Environment Policy
- Confidentiality Policy
- Coronavirus (COVID-19) Management Policy
- Emergency and Evacuation Policy (and Procedures)
- Enrolment and Orientation Policy
- Ethical Code of Conduct Policy
- Excursion Policy

- Handwashing Policy
- Incident, Injury, Trauma and Illness Policy
- Infectious Diseases Policy
- Lockdown Policy (and Procedures)
- Safe Transportation of Children Policy

RELATED EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS:

- Law S162 (A) Persons in day-to-day charge and nominated supervisors to have child protection training
- Law S165 Offence to inadequately supervise children
- Law S167 Offence relating to protection of children from harm or hazard
- Law S170 Offence relating to unauthorised persons on education and care service premises
- Regulation 84 - Awareness of child protection law
- Regulation 86 - Notification to parents of incidents, injury, trauma and illness
- Regulation 87 - Incident, injury, trauma and illness record
- Regulation 99 - Children leaving the education and care service premises
- Regulation 100 - Risk assessment must be conducted before excursion
- Regulation 102 - Authorisations for excursions
- Regulation 102C - Conduct of risk assessment for transporting children by education and care service
- Regulation 102D - Authorisation for service to transport children
- Regulation 122 - Educators must be working directly with children to be included in ratios
- Regulation 123 - Educator to child ratios-centre-based services
- Regulation 157 - Access for parents
- Regulation 158 - Children's attendance record to be kept by approved provider
- Regulation 160 - Child enrolment records to be kept by approved provider and family day care educator
- Regulation 161 - Authorisations to be kept in enrolment record
- Regulation 168 - Education and care services must have policies and procedures
- Regulation 170 - Policies and procedures to be followed
- Regulation 173 - Prescribed information to be displayed
- Regulation 176 - Time to notify certain information to Regulatory Authority
- Regulation 177 - Prescribed enrolment and other documents to be kept by approved provider

TERMINOLOGY

- **Authorised Nominee/Authorised Contact** - A person who has been given permission by a parent/guardian to collect the child from the Service.
- **Enrolment Record** - also known as an enrolment form. An enrolment record is completed by a child's parent/guardian prior to them attending the service. It must contain the information prescribed by *Regulation 102, 102D, 160-162*.
- **National Law** - *Education and Care Services National Law 2010*
- **National Regulations** - *Education and Care Services National Regulations 2011*
- **Parent** - In relation to a child, includes: (a) A guardian of the child; and (b) A person who has parental responsibility for the child under a decision or order of a court.
 - For *Regulation 99*, 'parent' does not include a parent who is prohibited from having contact with the child.

GLOSSARY OF ABBREVIATIONS

- **ESI** - Electronic Sign In - Sweetpeas utilises the *HubHello* ESI system at all of our services.

IMPLEMENTATION AND STRATEGIES

A child may only leave the education and care service premises under any of the following circumstances:

- a parent/guardian or Authorised Nominee collects the child
- a parent/guardian or Authorised Nominee provides written authorisation for the child to leave the premises
- a parent/guardian or Authorised Nominee provides written authorisation for the child to attend an excursion (see *Excursion Policy*), or

- the child requires medical, hospital or ambulance treatment, or there is another emergency (see *Emergency and Evacuation Policy*).

CHANGES MADE: COVID-19 (REVIEWED SEPT 2024)

1. Parents may choose to wait in the foyer/at the door/gate for an educator to come and collect the child to prevent exposure to infectious diseases and limit the amount of people in our environment.
 - a. Families are welcome back in our environment in the *afternoon period*, after a lot of feedback stating how well the morning drop off is with an educator collecting each child from the foyer/door.
2. Families to utilise non-contact ESI system via scanning provided QR code wherever possible.
3. We believe in keeping the procedures the same across all services as staff move between services.
4. All other sections of the policy remain the same.
5. Policy will be reviewed as per any new health orders NSW Health.

ATTENDANCE RECORDS:

A record of attendance that is kept at the service in the *HubHello* portal, includes:

- The attendance date;
- The full name of each child booked to attend for that day;
- Arrival and departure times; and
- The digital signature of the person who delivers and collects the child (or that of the nominated supervisor or an educator in the occurrence of an emergency or if the parent/guardian forgets to sign - *Regulation 158*).

REVIEW OF THE ATTENDANCE RECORD:

- Staff will regularly review the attendance record throughout the day to ensure its accuracy at all times.
- In instances when a Parent or Authorised Nominee has not signed the child in, a staff member will sign to confirm that the child is in attendance.
- Absences will be recorded during the day.
- Families will be prompted to confirm attendances and absences logged by staff the next time they login to the ESI.
- Prior to closing the service, staff members must verify all children have been signed out of the centre. If a child is not signed out and no educator present sighted their departure, educators will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains.
 - If unsure, educators will contact the child's parent/guardian to confirm that they have been collected and this will be noted on the attendance record.

AUTHORISED NOMINEES:

We value and respect our families' decisions about their children. This includes decisions about the people authorised to collect their children from the service premises.

- On enrolment parents/guardians are to provide the names of two people who are Authorised Nominees for the purpose of collecting their child/ren from the service (see *Enrolment and Orientation Policy*)
- Authorised Nominees must be over 18 years of age to sign a child out. (**Note for staff:** a child's Parent may collect their child regardless of their age).
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren until educators are familiar with the child's nominees.
 - Staff members are to check the name on the photo ID against the list of approved persons to collect a child.
 - A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If it is the first time an Authorised Nominee has collected the child, their ID will be copied, and the copy will be dated and signed by an educator before being placed in the child's file.
 - If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's Parents will be contacted immediately.

- In the case of a separated family, either biological Parent can add an Authorised Nominee in writing, unless a court order is provided to the Director stating that one Parent has sole custody and responsibility.
- **Please note:** Both Parents have lawful authority of their children and are consequently permitted to remove children from the services' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders **must** be provided to the service and will be stored with the child's enrolment information.

CONCERNS FOR THE SAFETY, HEALTH AND WELLBEING OF CHILDREN:

- Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. If a person arrives at the service that educators deem to be a risk to themselves, children or others, they may trigger a lockdown (see *Lockdown Policy and Procedures*).
- If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will:
 - discuss their concerns with the person (without the child being present, if possible) and suggest they contact another Parent or Authorised Nominee to collect the child.
 - follow procedures to protect the safety of children and staff at the education and care service as per *Child Protection Law and Child Protection Policy*.
 - contact the police and other regulatory authorities (Child Protection Hotline 132 111).
 - **Note:** if authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (see *Acceptance and Refusal of Authorisations Policy*)
- If the person collecting the child is not the child's Parent, a staff member may refuse to release the child into the person's care and contact the child's Parent.
- If a Parent or nominee removes a child from our care, and staff members are concerned for the safety of the child, educators may call the local police to register their concerns.
- Situations when this may occur include:
 - when a person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child.
 - when a family is going through a divorce or break up and there is animosity between the Parents or their respective families.

In the case of a child being removed from the service without authorisation, or emergency services being called, the Regulatory Authority must be notified within 24 hours through the NQA IT System.

ARRIVAL AND DEPARTURE PROCEDURES

ON ARRIVAL TO THE SERVICE:

*The following procedures relate to the daily arrival of children to the service with their Parents or Authorised Nominees. For arrival to the service after an excursion, please see our *Excursion Policy and Safe Transportation of Children Policy*.*

- **All children must be signed in** on arrival. Families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
 - An iPad is provided by the service for families to access the Electronic Sign In (ESI) and QR codes are displayed for families to scan if they choose to use their own devices.
- **Should families forget** to sign their child/children in, *National Regulations* require the Nominated Supervisor or an educator to sign the child in.
 - Attendance records are to be used as a record in the case of an emergency to account for all children present at the Service.
 - Families will be prompted to confirm attendances and absences logged by staff the next time they login to the ESI.
- **Children are to be sighted by an educator** before the Parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is on the premises.
- **A child's medication needs**, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child.
 - The educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach (see *Administration of Medication Policy*).

- For children to feel secure and safe, it is important that children and families are greeted upon arrival by an educator and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- Children are encouraged to wash or sanitise their hands on arrival (as per our *Handwashing Policy*).

DEPARTURE FROM THE SERVICE:

The following procedures relate to the daily departure of children from the service with their Parents or Authorised Nominees. For departure from the service for an excursion, please see our *Excursion Policy and Safe Transportation of Children Policy*.

- As stated above, children may **only** leave the Service premises if:
 - they are given into the care of a Parent, an Authorised Nominee (named in the child's enrolment record), or a person authorised by the Parent or Authorised Nominee.
 - they leave in accordance with the written authorisation of the child's Parent (or Authorised Nominee).
 - they are taken on an excursion or on transportation provided or arranged by the service, with written authorisation from the Parent (or Authorised Nominee).
 - they are given into the care of a person, or taken outside the premises, because the child requires medical, hospital or ambulance care or treatment, or because of another emergency.
- In the case of an emergency, where the parent/guardian or a previously Authorised Nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent/guardian may telephone the service and arrange an alternative person to pick up the child.
 - This contact must then be confirmed in writing to the service (email, text or letter) or added by the Parent to the child's enrolment record on *HubHello*.
- Parents/guardians are to advise their child's educator if **someone different is picking up** their child, both verbally and in writing. This person must be named on the child's enrolment record on *HubHello*.
 - If the person is not already on the child's enrolment record, and the Parent cannot add the person themselves, the person must be confirmed in writing as an Authorised Nominee for the child.
 - Photo identification must be sighted by an educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their Parent (or a person authorised by the Parent) via the *HubHello* ESI using *their own* phone number and PIN.
 - Phone numbers and PINs used for the ESI should **not** be shared between contacts, as the records must accurately reflect the person by whom the child was delivered or collected like a digital signature.
- If the Parent or Authorised Nominee forgets to sign the child out, they will be signed out by the Nominated Supervisor or an educator.
 - Families will be prompted to confirm attendances and absences logged by staff the next time they login to the ESI.
- No child will be withheld from a biological Parent or authorised contact named on the enrolment form, unless a current court order is on file at the Service (see below).
- At the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the service closes.

COURT ORDERS

In the case of a particular person (including a biological Parent) being denied access to a child, the Service requires a written notice (court order) from a court of law.

- Educators will attempt to prevent that person from entering the service and taking the child however, the safety of other children and educators must be considered.
- Educators will not be expected to physically prevent any person from leaving the service.
 - In such cases, the Parent with custody will be contacted along with the local police and appropriate authorities.

- Where possible, the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the service.
- A court order overrules any requests made by Parents to adapt or make changes to their enrolment record.

LATE COLLECTION OF CHILDREN

- It is understood that unforeseen circumstances arise in everyone's lives. It is the Parent's responsibility to contact the Service in such an event.
- Parents/caregivers are reminded that the Service closes promptly at 6.00PM.
- If parents/caregivers cannot be contacted, phone calls to Authorised Nominees will be made from 6.05PM if a child has not been collected.
- Parents/caregivers will incur a fee if their child is collected later than 6.00PM.
 - After 6.00PM, \$7.50 will be charged every five minutes until the child is collected, or until 6.15PM.
 - After 6.15PM, \$10.00 will be charged every five minutes until the child is collected.
- After 6.45PM, if no contact is made with the child's Parent or Authorised Nominees, local Police and Community Services may be contacted to arrange care for the remainder of the evening.

ROLES AND RESPONSIBILITIES

We acknowledge the important role played by our service leaders, educators and staff. They are provided with the necessary training and support to implement the policies and procedures for the delivery of children to, and collection from, the service premises.

Our roles are clearly defined and we use effective communication to ensure that management, educators and staff are aware of their responsibilities in relation to the safe arrival of children who travel between an education and care service and any other education or early childhood service.

RESPONSIBILITIES FOR THE APPROVED PROVIDER:

- Ensure the service operates in line with the *Education and Care Services National Law 2010* and the *Education and Care Services National Regulations 2011* with regard to the delivery and collection of children at all times.

RESPONSIBILITIES FOR THE NOMINATED SUPERVISOR/RESPONSIBLE PERSONS:

- Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- Ensure children are adequately supervised and are protected from harms and hazards.
- Ensure children do not leave the education and care service premises except in accordance with the *National Regulations* (for example, with a Parent, on an authorised excursion, or for emergency medical treatment).
- Ensure that a Parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the *National Law*, or
 - the supervisor is aware the Parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (as defined in the *National Law* S170) is not at the service while children are present unless the person is under direct supervision.
- Ensure that the authorised nominee pick-up list for each child is kept up to date.
- Charge parents/caregivers late collection fees where appropriate.

RESPONSIBILITIES FOR THE EDUCATORS:

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the arrival and departure of children.
- Photocopy ID of Authorised Nominees the first time they collect a child (date copy and place in child's file).

- Two educators must remain on site until the last child has been collected.
- Follow relevant steps for late collection of children and ensure the correct collection time is recorded on attendance records.
- Notify Nominated Supervisor if children have not been collected by the service's closing time.
 - *If police and community services need to be contacted, call Nominated Supervisor **first**.*

RESPONSIBILITIES FOR THE FAMILIES:

- Provide authorisations in your child's enrolment form and ensure the information is kept up to date.
- Provide written authorisation should you require a person (other than the people listed in the enrolment record) to collect your child from the service.
- Complete attendance record via *HubHello* ESI immediately upon arriving at the service for drop off or collection, ensuring you press **SAVE**.
 - Communicate any issues with accessing or completing ESI to staff immediately.
 - Request a *How do I sign my child in at Sweetpeas?* FAQ fact sheet if you or an authorised contact require assistance completing this process independently.
 - Confirm any attendances or absences that have been correctly recorded by educators.
 - Ensure any messages from educators are read and Incident Reports are signed.
- Communicate any changes of routine with educators.
- Leave your child in the direct care of a staff member.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.
- Update list of Authorised Contacts, as required.
 - Request *How to add a contact* FAQ fact sheet if you are unsure how to do this on *HubHello*.
- Collect your child from the service by closing time (6.00PM).
- In the case of an emergency, contact the service ASAP and attempt to arrange an alternate adult to collect your child/ren prior to closing.
- Pay relevant late collection fees where applicable.

RESPONSIBILITIES OF STUDENTS/VOLUNTEERS/VISITORS:

- To ensure we meet Work Health and Safety requirements and ensure a child safe environment, **individuals visiting our Service must sign in when they arrive** at the service and sign out when they leave
- Students, volunteers and visitors do not have authorisation to release any child from the Service.
- All visitors must adhere to our *Handwashing Policy* and wash their hands upon arrival and departure of the Service.

RELATED SWEETPEAS DOCUMENTS

- *How do I sign my child in at Sweetpeas?* FAQ fact sheet
- *How do I update my details?* FAQ fact sheet
- *How to add a contact* FAQ fact sheet
- Sweetpeas Enrolment Form
- Terms & Conditions of Enrolment (Enrolment Package/End of enrolment forms)

REFERENCES

- ACECQA. 2023. Policy and Procedure Guidelines. [Delivery to, and Collection from Education and Care Service Premises](#).
- The Early Years Framework for Australia. V2.0 (2022)
- Early Childhood Australia [Code of Ethics](#). (2016).
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations (2011)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Framework. (2018).
- National Health and Medical Research Council. (2024). [Staying healthy: Preventing infectious diseases in early childhood education and care services](#). (6th Ed.).

- Revised National Quality Standard. (2018).
- [Safe Work Australia](#)
- Sweetpeas Philosophy

REVIEW AND AMENDMENTS

This policy will be updated regularly to ensure compliance with all relevant legal requirements. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with *Regulation 172* of the National Regulations, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

Version	Amendment(s)	Review Date	Updated By
1.	<ul style="list-style-type: none"> • Adapted previous Sweetpeas policy 	April 2017	Cassandra Way (Admin + Educator) Janine Evans (Nominated Supervisor)
1.1.	<ul style="list-style-type: none"> • No changes required 	April 2018	Cassandra Way (Admin + ECT)
1.2.	<ul style="list-style-type: none"> • No changes required 	April 2019	Cassandra Way (Admin + ECT)
2.	<ul style="list-style-type: none"> • Current Covid 19 climate <ul style="list-style-type: none"> ○ Arrival and departures are being made with educators from of the front of the service ○ No family members are entering the service all other parts of policy apply ○ Policy will be reviewed NSW heath changes its views. 	May 2020	Janine Evans (Nominated Supervisor)
2.1.	<ul style="list-style-type: none"> • COVID-19 restrictions remain in place 	July 2021	Janine Evans (Nominated Supervisor)
2.2.	<ul style="list-style-type: none"> • Updated to reflect families re-entering the services in the afternoons due to the lifting of COVID-19 restrictions 	May 2022	Cassandra Irvine (ECT, Assistant Director - Cranebrook)
3.	<ul style="list-style-type: none"> • Cosmetic changes made for new policy template • Added related HubHello FAQ factsheets • Updated references • Updated procedures to more clearly communicate requirements to both families and staff 	September 2022	Cassandra Way (Assistant Manager)
3.1.	<ul style="list-style-type: none"> • Updated COVID-19 changes • Fixed policy numbering (Sept22 previously v3.3) • Further review needed for reflection on checking digital ID 	September 2023	Cassandra Way (Assistant Manager)
3.2.	<ul style="list-style-type: none"> • Fixed typos and reworded a few sentences for clarity • Added Court Order information into its own section for clarity • Added to Terminology definitions • Updated closing times to reflect Cranebrook service's new opening hours in 2025 • Changed wording to clarify Parent's responsibility to complete/confirm attendance records 	September 2024	Cassandra Way (Assistant Manager) Janine Evans (Managing Director)