

## Rationale

To ensure that the arrival, departure and late collection of children is in accordance with the Education and Care Services National Regulations and to ensure that children are collected only by a parent or an authorised nominee.

There may be many reasons for late collection. In the event that a parent or authorised nominee fail to collect their child/ren by the SDN Children’s Education and Care Centre or Preschool’s closing time, it is extremely important that the child/ren are reassured and feel safe.

This policy also aims to support staff in making informed, suitable and consistent decisions in relation to families in the event that child/ren are not collected on time.

## Scope

This policy applies to the arrival, departure and late collection of children at SDN Children’s Education and Care Centres and Preschools.

## Policy

SDN staff members will facilitate a smooth transition from the home environment to SDN Children’s Education and Care Centre/Preschool and support parents in completing all necessary statutory documentation. This ensures that children are in safe custody and care.

All children will be required to be signed in and out of the centre using SDN’s Childcare Management System Sign in Kiosk. In the event that the Sign In Kiosk is unavailable for use, a printed Attendance Sheet will be used as a back up to document children’s sign in/out temporarily. Attendance records of children will be encoded into the Childcare Management System once the system is online/available for use.

SDN will have the duty of care once the child has arrived at the premises. The same will apply at the end of the day – SDN will have the duty of care until the child has left the premises. This will be regardless of whether the child has been signed in or out.

Educators, SDN staff, parents and visitors will be alert and diligent when entering and leaving through gates and doors to ensure that no unaccompanied child leaves the premises.

A child may only be collected from the service by a parent or authorised nominee, except when a parent/authorised nominee is prohibited by a court order from having contact with the child.

<p><b>Minor/legislative amendment or modification history</b></p> <p>Feb 2022 Feb 2025</p>	<p><b>Details:</b> Qikkids replaced with CMS. FaCs replaced with DCJ. Emergency contact to be called if no contact within 10 minutes of closing time. NS to consult MGR if no contact with parent/carer or emergency contact after 1 hour of closing. Educators, SDN Staff, parents and visitors will be alert and diligent when entering and leaving through gates and doors to ensure no unaccompanied child leaves the premises.</p>
--	---

<p><b>Approved by</b> Senior Leadership Team</p>	<p><b>Approval Date</b> February 2022</p>	<p><b>Review Date</b> February 2026</p>	<p><b>Page</b> 1 of 3</p>
--	---	---	-------------------------------

Authorised nominees will be over eighteen (18) years of age. All relevant authorisations will be in place at all times.

Families will be notified of this Policy on enrolment and will be reminded regularly.

### Late Collection

Educators will ensure that the safety, welfare and wellbeing of all children are maintained in the event of late collection. This includes ensuring that children are reassured.

Parents/Authorised nominees will endeavour to arrive at least 5 minutes before closing time, to provide an opportunity to collect the child's belongings and receive any necessary information.

If no contact can be made with the child's parent or carer within 10 minutes after closing time, SDN will notify the child's emergency contacts. If SDN is unable to contact parents or emergency contacts by 30 minutes after closing time, SDN will contact the police (local station). Police will be asked to assist in locating the parents/emergency contacts.

If parents or emergency contacts cannot be contacted after one hour after closing, SDN will contact the NSW Department of Communities and Justice at 132 111 or in the ACT The Office for Children, Youth and Family Support at 1300 556 729 and will update the police. The Nominated Supervisor should consult the Mandatory Reporter Guide (MRG) and if necessary, make a child protection report through the ChildStory Reporter website.

### Late Collection Fee

SDN will charge a late collection fee to any family collecting their child or children after the close of the service at the end of the day according to the following sliding scale:

**\$50 for the first 10 minutes and \$10 for each 5 minutes thereafter.**

The time for the late collection fee is based on the Australian Eastern Standard Time website information ([www.timeanddate.com/time/zones/aest](http://www.timeanddate.com/time/zones/aest)).

The fee will be applicable to all late collections of children. This fee will be subject to change. Families will be clearly notified if there is a change in the fee.

Families who are late to collect their children more than 3 times within a month will put their child's position in jeopardy. In this case, the position and circumstances will be reviewed in consultation with the family, Centre Director and Operations Manager.

### Related SDN Documents

#### Policies

- GI-OP-1.14: Communication with Families
- GI-HLP-1.33: Child Protection
- SD-OP-2.07: Enrolment, Orientation and Transition into SDN Services
- SD-OP-2.08: Acceptance and Refusal of Authorisations

#### Procedure

- SD-PRO-2.08.01: Acceptance and Refusal of Authorisations

Approved by Senior Leadership Team	Approval Date February 2022	Review Date February 2026	Page 2 of 3
---------------------------------------	--------------------------------	------------------------------	----------------

- SD-PRO-2.09-01: Arrival, Departure and Late Collection of Children

### Forms/Templates

- SD-FRM-2.09-01-02: Daily Arrival Check (Centres) Form
- SD-FRM-2.09-01-03: Daily Departure Check (Centres) Form
- SD-FRM-2.09-01-04: Late Collection Form

### Relevant Legislation/Regulations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011, regulations 99,158 and 168 (2) (f)
  - Schedule 1: National Quality Standard, Standard 2.3, Element 2.3.2

### Other Reference/Related Document

- Department of Education and Training – <https://www.education.gov.au>
- ChildStory Reporter Website – Mandatory Reporting Guide - <https://reporter.childstory.nsw.gov.au/s/>

Approved by Senior Leadership Team	Approval Date February 2022	Review Date February 2026	Page 3 of 3
---------------------------------------	--------------------------------	------------------------------	----------------