

EDUCATION AND CARE GUIDING PRINCIPLE

Access, Arrival & Departure

Purpose

Cumberland City Council's Education and Care Services aim to provide educators and children with a safe and secure environment during operational hours and will follow all matters set out in Section 99 of the [Education and Care Services National Regulations \(Regulations\)](#) to ensure the safety, security and wellbeing of children, educators and families whilst attending these services.

To maintain the integrity of the program the hours of operation must be respected. Council's Education and Care Services are approved to operate during specified hours and children can only attend services during the operational or booked hours.

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Guiding Principles

Educators will be available to exchange information with families about their child on an ongoing basis at a mutually convenient time.

Educators are to be aware of when children are leaving the service and who they are leaving with.

Educators are to be aware of the child's authorisation details on the enrolment form (this includes court orders and AVOs).

The child may only leave the relevant premises if the child:

- is given into the care of ([Reg 99\(4\)\(a\)](#)):
 - 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 named in the child's enrolment record to collect the child from the premises; or

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Access, Arrival & Departure*

- leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record ([Reg 99\(4\)\(b\)](#)); or
- is taken on an excursion in accordance with [Division 6](#) of the Regulations ([Reg 99\(4\)\(c\)](#)); or
- is given into the care of a person or taken outside the premises ([Reg 99\(4\)\(d\)](#)):
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency.

Note: Parent does not include a parent who is prohibited by a court order from having contact with the child ([Reg 99\(5\)](#)).

Educators must ensure that a person who has been forbidden by court order from having contact with a child:

- must not be given any information concerning the child
- must not be allowed to enter the service or educator's home while the child is attending
- must not be permitted to collect the child from any service (including FDC).

If possible a photo of this individual should be obtained and all educators should be aware of the individual's appearance.

A parent cannot stop another parent from collecting their child from care without AVO/court order documents.

Families can contact their child at any time during the hours the child attends the service via the landline, email or service mobile (including FDC). School aged children are not permitted to use their mobile phones while in care with the exception of Double Digits who can use phones without sim cards and internet access.

Children will only be permitted to leave the service or educator's home with persons listed on the enrolment form, unless prior arrangements have been made with the Nominated Supervisor/ FDC educator, preferably in writing. This information must be passed on to all educators (written down in the communication book or sign in/off book/timesheet).

If the child is collected by an older sibling or another child who is under 18 years of age, written authority must be given by the parent or legal guardian each time this person collects the child or written authority stating specific timeframe and details.

If an unauthorised person comes to collect the child, the child's family will be called for permission. The person must then produce photo identification or speak to the family over the phone to confirm their identity and the family then verify with educators that this person can collect his/her child. **Under no circumstances will educators release a child without the family's or authorities' permission.**

The person bringing and collecting the child must sign children in and out of the service through SmartCentral by entering their electronic pin on the tablet. In the event that this is not possible due to unforeseen circumstances; e.g. internet accessibility issues, it is the nominated supervisor's responsibility to ensure a manual record of the child's attendance is kept and then updated in SmartCentral when possible.

Note: At times, the educators may be required to sign the children in and out of the service, for example, to minimise the risk of an infectious outbreak through the shared use of the

device. The educator will ask the person dropping off or picking up the child for their SmartCentral pin and will complete the sign in/out process in their presence.

If a child is absent, the educator must mark them as absent in SmartCentral.

Families must communicate with the educators when dropping off or picking up their child.

Exit doors and gates must be closed appropriately when leaving.

A late fee may be charged for each child if they are not collected within booked hours or prior to the close of business (refer to Late pick up section below).

Educators are to ensure every child has been collected from the service by checking the attendance record in SmartCentral and completing a physical check of the premises (including cot room/ sleep room/ bedrooms and bathrooms). Once the educators are confident that all children have been signed out and have left the premises, the educators must sign out on the staff attendance sheet in SmartCentral.

If the educator believes any adult who arrives to collect a child from care is deemed unfit; e.g. under the influence of drugs or alcohol, the educator should use his/her best endeavours to ensure the safety of the child; i.e. detain adult and child and phone another contact person on their enrolment form to collect the child. If the person insists on taking the child, the educator must allow the child to go, phone the police immediately to inform them of the situation and contact Community Services Child Protection helpline by phoning 13 21 11 and the Manager Children, Youth & Families on 0419 632 325.

The person signing the child out is responsible for the care and wellbeing of the child once they leave the building with the child.

For safety insurance purposes families must supervise any child they bring onto the premises (enrolled or other) and ensure that child behaves appropriately and does not use equipment whilst on the premises. Otherwise educators will need to remind the child of the suitable behaviour expected on the premises.

Long Day Care

- Long Day Care services have security systems to assist with security at these services. Families entering the service will be required to use the Argus finger print system in Long Day Care. Any other parties entering with them need to identify themselves to ensure educators are aware of who is on the premises at all times.
- All educators must read the communication book. Early shift educators are to inform other educators arriving later of any relevant information about the children.

Out of School Hours Care (OOSH)

- Our guiding principle states that all children need to be signed out by the family, however if put in writing each request will be considered; e.g. for activities such as dance group, music or sports. The guiding principle remains the same but each request of this type will be considered individually.
- The family needs to be aware that the Duty of Care Agreement is terminated when permission is given in writing for their child/children to leave the premises at a certain time.
- Written permission needs to be given every term or when the activity changes.
- The Nominated Supervisor / educator will be given written authority by the family to sign the child/children out.

- Educators transporting OOSH children must sign them in and out at the service.

Family Day Care (FDC)

- Educators must discuss their handover procedure with families prior to the child/ren commencing care (at the initial family/educator interview and again on the child's first day of care).
- Educators need to discuss 'House Rules' with families - who are responsible for the children's safety and wellbeing and when this is transferred to the families; i.e. families are responsible for their child's safety and behaviour management once families have signed out and exited through the locked door/gate.
- Educators must ensure that the door/gate is key locked after families enter and exit the premises (key placed in a safe place inaccessible to children).
- Educators will ensure that all administrative requirements are complete including signing timesheet/ attendance record, medication forms, excursion notes etc, on a daily basis.
- Educators are encouraged to organise the child/ren's belongings prior to pick up.
- Educators will ensure a physical hand over of the child, their belongings and a verbal statement confirming hand over has taken place; i.e. "good bye", "see you tomorrow".
- Educators must receive the child on arrival and farewell on departure.
- Educators will ensure that discussions take place regarding care/needs/routines which may or have affected care.
- Only registered educators should pick up or drop off children to and from their families' home.

School aged children in FDC

- If the educator is dropping off/picking up the child from school during Before and After School Care it is the responsibility of the educator to sign the child/children in once the child has been collected from school and signed out once the child has been dropped off to school.
- If another adult is dropping off/picking up the child from/to the school during Before and After School Care, the person who delivers/collects the child must sign the child in/out.
- Educators are not permitted to recommend any adult who is not a registered FDC educator to do pick-ups and drop-offs. This must be organised by the parent.
- If another person is transporting a child from educator's home to school or school to educator's home, educator is to obtain written permission from family (parents, guardian or caregiver) detailing the name, contact number and address of the person transporting the child.
- Written permission from the family for the child must be obtained to allow school aged children to walk to and from school unaccompanied by the educator (if applicable).

Collecting/dropping off the children to other venues

- Ensure hand over occurs in a designated safe place.
- FDC children are not to be left unattended in vehicles whilst hand over takes place.
- Educators should encourage the family or other designated person to take responsibility for safe physical hand over of the child/ren and their possessions to the educator.

Educators need to take responsibility for this when dropping off the child i.e. asking “*are you ok for me to leave now?*”.

Educators

Every centre must have four personal alarms for the two early and late shift educators to use (not FDC).

Early shift

- Where possible educators are to park and lock their vehicles nearest the front door.
- Educators must have a personal alarm, before entering the premises and must enter premises with another staff member.
- Lights near entry to service and car park must be on a timer and checked each season.
- Educators must lock front door after entering premises.
- All persons entering the premises must identify themselves through the intercom.
- If intercom system is not available to the service, then a door bell is to be installed.
- Early shift educators are to move their vehicles during lunch time to leave the space for late shift educators to park their vehicles nearest to the front door (not FDC).

Late shift

- Educators must check all windows and doors are locked and must check all rooms to ensure children have left the building.
- Educators must check all children are signed out on the sign on sheet. Two educators must print their name, date and sign the bottom of the sheet.
- Educators must have a personal alarm before exiting the building.
- Educator A is to wait at the front door whilst Educator B enters in the code for the alarm. They exit the building together, and must lock the front door/gates together (not FDC).
- Lights near entry to service/car park are to be on a timer.
- Educators working late shift are to park their vehicles nearest the front door, and must walk to their cars together.
- Educators are to keep their vehicles locked when parked and leaving the service.
- Educators who park their vehicles in the car park: first vehicle is to go through the gate followed by the second vehicle. Educator in the second vehicle is to lock the car park gate.
- Educators must indicate to each other everything is alright by a daily predestined agreed sign or indication, such as flashing lights, left or right indicator, which is to be changed regularly, and they must then drive away at the same time.
- If at any time educators are uncomfortable in any situation, they need to report it to the Nominated Supervisor/ Senior Coordinator, Education and Care or Manager Children, Youth & Families. If an educator feels in danger, they must immediately ring 000.
- Educators must return the personal alarm the next day and place it back in the staff room. They must check the battery regularly and replace if necessary.
- Educators must report any lighting issues as soon as they discover the issue. Nominated Supervisor is to arrange maintenance immediately.

Late pick up

Late fees are charged per family (parents, guardians, care givers) if child/ren are not collected within their booked hours or prior to the service closing. These fees will be charged from the second late incident. Families may also be charged on the first late instance if they are over 15 mins late in picking up their child/ren.

Late fees are outlined on Council's website www.cumberland.nsw.gov.au/policies-fees-and-charges. FDC educators charge their own fee as per the Educator's Fee Schedule.

Families are required to advise the service if they will be late collecting their child/ren. This prevents both the educator and child/ren from worrying and allows the Nominated Supervisor to arrange additional staffing if required.

If a family is unable to collect their child/ren, they are expected to make alternative arrangements and advise the service accordingly.

Our educators also have families/children that they are responsible for and must be home to collect their children at designated times.

If a child/ren is not collected from the service within one (1) hour of the closing time, and the family has not made suitable alternative arrangements or the service has been unable to contact the family and emergency contacts, Department of Communities and Justice and Police could be contacted. The Nominated Supervisor will contact the Manager Children, Youth & Families before doing this.

In circumstances that are beyond the control of families, for example, inclement weather or unexpected or exceptional traffic/transport incidents, which may result in them arriving late to collect their child/ren, the Nominated Supervisor will have the discretion to decide if families will be issued with a notice and/or charged the late fee.

Families who are continually late collecting their child/ren without a valid reason or repeatedly using the same reason, or alternative arrangements could have been made e.g. emergency contact picking up child/ren, may jeopardise their child/ren's place at the service. Should this be the case, the Nominated Supervisor will meet with the family to discuss this.

If a family repeatedly breaches this guiding principle and collects their child/ren late they will be issued with the following prior to cancellation of care:

1. Families will be reminded of the guiding principle when picking the child/ren up on the first late incident.
2. The second late incident will incur a fee and the family will be advised of this on collection of the child/ren.
3. The third late incident will incur a fee and a warning of immediate cancellation after the next occasion and the family will be advised of this on collection of the child/ren.

NOTE: Care for the child/ren will be cancelled on the fourth occurrence of late pick up without further notice.

Each time a letter is issued to a family, the Late Pick Up Family Register must be completed.

Children will be released into the care of Police or Department of Communities and Justice if directed to do so by these authorities.

Related Legislation and Online Resources

- [Children \(Education and Care Services\) National Law \(NSW\)](#): Sections [165](#) & [167](#)
- [Education and Care Services National Regulations](#): Sections [84](#), [99](#), [158](#), [159](#), [165](#), [168](#) & [175](#)
- Australian Children’s Education and Care Quality Authority (ACECQA), [National Quality Standards](#): Quality Areas [2](#), [6](#), & [7](#)
- [Work Health and Safety Act 2011](#): Division 3

Related Documents and Council Policies

- Cumberland City Council Policy:
 - [Contractor WHS Management](#)
- Cumberland City Council Education and Care Guiding Principles:
 - [Excursions, Transport and Leaving Service](#)
 - [Child Safe Environment and Practices](#)
- Cumberland City Council Education and Care Safe Work Procedures:
 - Entering and leaving services, early and late shifts
 - Extra-curricular activities
- Cumberland City Council Education and Care Work Procedure Schedule:
 - Late Pick Up

Attachments

- [Letter to Parent - First late pick up](#)
- [Letter to Parent – Second late pick up](#)
- [Letter to Parent – Third late pick up](#)
- [Late Pick Up Family Register](#)

Authorisation & Version Control

Guiding Principle owner	<i>Manager Children, Youth and Families</i>
Authorised by	<i>Children Youth & Families Leadership Team</i>
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CUMBERLAND
CITY COUNCIL

***[First Late Incident - No fee charged
To be given to parent on first late occasion]***

[date]

Dear *[insert]*

It was noted that, on *[date]*,..... you arrived at *[time]*.....
to collect your child/ren

Attached are two copies of our [Access, Arrival and Departure](#) Guiding Principle for you to read through carefully. Please sign one copy and return it to the centre as an acknowledgment that you understand and have read the Guiding Principle. The other copy is for your records.

Our hours of operation on our licence are am until pm.

As this was your first incident, this letter is a reminder of our operation hours and the information stated in our Guiding Principle. No fee will be charged on this occasion, but the next time you are late to pick up your child, you will be charged a late fee; as per our Guiding Principle. After a third late pick up, a warning that immediate termination will apply without notice should a next occasion occur.

If you wish to discuss your child care needs, we may be able to assist with recommending an alternate type of care that provides more suitable hours. Please contact the Centre Director on if you have any concerns.

Yours faithfully

[name of CD]
Centre Director

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160
T 02 8757 9000 E council@cumberland.nsw.gov.au W cumberland.nsw.gov.au
ABN 22 798 563 329

Welcome *Belong* Succeed





CUMBERLAND
CITY COUNCIL

***[Second Late Incident - Fee must be charged
To be given to parent on second late occasion]***

[date]

Dear *[insert]*

It was noted that, on *[date]*,..... you arrived at *[time]*.....
to collect your child/ren

Attached is the [Access, Arrival and Departure](#) Guiding Principle provided to you on your first occasion of late pick up which you signed acknowledging your understanding of the provisions of the Guiding Principle and the consequences of late pick.

Our hours of operation on our licence are am until pm.

As this was your second incident you will be charged a late fee of \$40.00. This letter is a reminder of our operation hours and the information stated in our [Access, Arrival and Departure](#) Guiding Principle. If you are late to pick up your child again you will be charged another late fee; and another warning will be issued as per our Guiding Principle.

If you wish to discuss your child care needs, we may be able to assist with recommending an alternate type of care that provides more suitable hours. Please contact the Centre Director on if you have any concerns.

Yours faithfully

[name of CD]
Centre Director

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Welcome *Belong* Succeed



CUMBERLAND
CITY COUNCIL

***[Third Late Incident - Fee must be charged
To be given to parent on third late occasion]***

[date]

Dear *[insert]*

It was noted that, on *[date]*,..... you arrived at *[time]*.....
to collect your child/ren

This is the third occasion that you have arrived late to pick up your child/ren.

Again, attached is a copy of the [Access, Arrival and Departure](#) Guiding Principle which was provided to you on your first occasion of late pick up which you signed acknowledging your understanding of the provisions of the Guiding Principle and the consequences of late pick.

Our hours of operation on our licence are am until pm.

As this was your third incident you will be charged a late fee of \$40.00. There will be no further warnings and on the next occasion that you are late to pick up your child/ren, your care will be terminated immediately without notice.

It is possible that centre based care is not suitable for your needs and it is recommended that you discuss your child care needs. We may be able to assist in finding an alternate type of care that provides more suitable hours.

Please contact the Centre Director onif you have any concerns.

Yours faithfully

[name of CD]
Centre Director

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Welcome *Belong* Succeed



CUMBERLAND CITY COUNCIL

LATE PICK UP FAMILY REGISTER

When issuing families (parents, caregivers, guardians) with a late pick up letter, please complete this register. All families that incur late fees must read, sign and return a copy of the [Access, Arrival and Departure](#) Guiding Principle.

LATE PICK UP OCCURRENCE

- 1st Warning letter issued
- 2nd Late fee is incurred
- 3rd Further late fee incurred
- 4th Termination of care with immediate effect

Date	Family name	Time	Reason	Late occurrence letter issued (refer to table above)	Comments	Staff on shift required to stay back

Cumberland City Council

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Cumberland City Council Sydney [cumberlandcitycouncil](#)