



Delivery & Collection of Children Policy

Policy Statement:

Pennant Hills Before and After School Care Service believes that safe, respectful, and well-communicated transitions are foundational to children's wellbeing. Our procedures for arrival, departure, and absence management reflect our commitment to safeguarding children, supporting families, and maintaining trust through clear roles, responsibilities, and responsive action.

Considerations:

- National Quality Standard:
 - 2.2.1: Reasonable precautions and adequate supervision protect children from harm and hazard.
 - 2.2.2: Incident and emergency plans are developed, practised, and implemented.
 - 2.2.3: Staff are aware of their roles in identifying and responding to children at risk.
 - 7.1.2: Risk management systems support effective service operation.
- Education and Care Services National Regulations:
 - Regulation 99: Children leaving the premises
 - Regulation 158: Attendance records
 - Regulation 160: Enrolment records
 - Regulation 161: Authorisations in enrolment records
 - Regulation 168: Required policies and procedures
 - Regulation 176: Notification timelines to Regulatory Authority

Definitions:

Authorised Nominee - A person listed on the enrolment form or provided in writing by the family, permitted to drop off or collect a child.

Responsible Person in Charge - The staff member overseeing operations and compliance during a session.

Non-Custodial Parent - A parent restricted by court order from collecting or contacting a child.

Missing Child - A child who is booked but unaccounted for, and whose whereabouts cannot be confirmed.

Access Order - A legal document outlining custody or visitation rights.

Policy:

Arrival Procedures:

Children must not be left at the centre before opening hours (7:00am during term, 7:15am during vacation care). Families must sign children into care using the centre iPad and ensure staff are aware of their child's presence. Children cannot be left without being signed in.

Only authorised nominees may sign children in. Written permission is required for any other person. Changes to authorised nominees must be provided in writing or can be changed in our Childcare Software Provider. In emergencies, families must contact the centre directly and provide written authorisation (eg text message), including the person's name and relationship. Photo ID may be required.

Authorised nominees under 18 years of age must be over primary school age and ask a member of staff to sign-in the child/ren for them.

Transition to School:

- **Primary Children (Years 3-6):** At 8:30am, staff call children to line up with bags. They are marked off and escorted to the primary site by 2-4 staff. Staff remain until the 8:45am bell and sign children out when a teacher arrives.
- **Infant Children (K-2):** At 8:45am, children line up inside, are marked off, and proceed to class/playground under staff supervision until a teacher arrives.

Transition from School to After School Care:

- **Kindergarten:** At 3:15pm, children proceed independently to the centre, are signed in, and follow hygiene routines before afternoon tea. If unaccounted for, staff verify with teachers or follow the missing child procedure.
 - **Alternate Kindergarten Routine (for the start of the year):** At 2:00pm, hats are cross-checked and taken to classrooms. 2-3 staff collect children at 3:10pm, sign them in, and escort them to the new BASC building. Children complete hygiene routines, have afternoon tea, and review BASC rules before joining the main program.
- **Years 1-2:** At 3:15pm, children proceed independently to BASC, line up in their year groups to be signed in and follow hygiene routines. Missing children are verified by teachers or via the missing child procedure.
- **Primary Children (Years 3-6):** At 3:05pm, 2-6 staff go to the primary site with equipment. Children line up at silver seats, are marked off, and supervised. Bathroom use is monitored. Families of missing children are contacted by walk-up staff. If they cannot be contacted, staff will then notify the BASC office who will take over contacting the family so that the primaries can walk down. Children line up, a headcount is conducted, and they walk in two lines to the

K-2 site with staff spaced throughout. Headcount is repeated on arrival before hygiene routines and afternoon tea.

- **Year 6:** May walk independently from the primary site with signed permission. They must see staff to ensure that all Year 6 children on the roll are accounted for before they are able to walk down as a group. When they arrive at the K-2 site, they must see the Responsible Person in Charge to be signed in. If only one Year 6 child is present, they are unable to walk alone and must walk with the rest of the primary group to the K-2 site.

No Booking Procedure:

If a child presents to service staff and is not on the roll, staff will attempt to escort the child to a teacher or the school office. The school will then contact the family and make arrangements for the child. If school office staff are unavailable, the child will be taken into the care of the service and the family will be charged for a casual booking.

In the unlikely event that the service does not have contact details for the child's family, staff will attempt to contact the school for assistance. If neither the school nor the parents can be reached, the police will be contacted.

Absent Children:

Families must notify the centre of absences via Childcare Provider Software or by emailing the centre before 2:00pm for afternoon sessions only. Failure to notify will result in a non-notification fee (refer to current fee schedule on our website). This applies to both permanent and casual bookings.

If a child is booked for an afternoon session and does not arrive, centre staff will contact the family using the enrolment contact details. This action will incur a non-notification fee. After three (3) non-notifications in a term, the child's bookings may be cancelled, subject to the Parent Management Committee's discretion.

When leaving a message on the centre's answering machine, families must clearly state the child's full name and the reason for the call.

For extended absences, families must provide dates and duration to the centre, as the school does not share this information with us. If a child is absent and no notification is received, staff will contact the family and seek information from peers, school staff, and other parents. Continued failure to notify may result in cancellation of bookings and referral to the Management Committee.

Missing Child Procedure:

If a child is unaccounted for after roll marking:

1. Staff will call all contacts and leave messages.

2. If there is no response within 3 minutes, notify the school and PHBASC office (if not already aware).
3. Escort children to K-2 site (if at the 3-6 site).
4. Continue communication with school and family.
5. If still missing by 4:00pm, the School Principal or Responsible Person in Charge may contact police.
6. Keep records of all calls and attempted calls.
7. Make an official report to the Regulatory Authority within 24 hours if the child is reported missing to the police.

Collection Procedures:

Children must be collected by 6:15pm. Authorised nominees must sign children out and inform staff. Written permission is required for any other person to remove the child from the service. Emergency authorisation may be provided via text and phone call. Photo ID may be required upon pick-up.

Authorised nominees under 18 must be over primary school age and ask a member of staff to sign-in the child/ren for them.

Late Collection Procedure:

If a child remains after 6:15pm:

1. Two staff members stay with the child.
2. Staff call parents and other contacts in the child's enrolment form.
3. Notify the Director.
4. If there is no contact by 6:30pm, call Eastwood Police Station (02 9858 9299).

Three late collections in one term may result in booking cancellation and referral to the Parent Management Committee. A warning email will be issued. Late fees apply (see Bookings & Fees Policy).

Excursions and Emergency Departures:

Written permission is required for children to leave the centre for excursions. Without it, families must collect children directly. For more information, please see our Excursions & Transportation policy.

However, in the event of a medical emergency or an evacuation, the centre is authorised to remove children from the premises without prior written consent if it is necessary to protect their health, safety, or wellbeing. This includes transportation by ambulance or relocation to a designated evacuation site.

Families will be notified as soon as practicable following any such incident. All actions taken will be documented, and the Responsible Person in Charge will ensure that the child’s emergency contacts are informed promptly. Serious incidents like these mean the Regulatory Authority will be notified within 24 hours.

Court Orders & Access by Non-Custodial Parents:

If court orders prohibit a parent from collecting a child, families must provide a copy to the centre. Without a physical copy of the court order, staff cannot deny access. The centre does not take responsibility for children collected directly from school by prohibited caregivers.

If a child is subject to an access order or agreement, the service must have a copy on file that is up to date. Evidence is collected as part of the enrolment process; however, it is the responsibility of the caregivers to ensure that all information is accurate and up to date.

If a non-custodial parent or unauthorised person attempts collection staff are to do the following:

- Notify the Director immediately.
- Be polite, firm, and clear—children’s safety is the priority.
- Clarify the legal position and explain that collection is not permitted without authorisation.
- Request that the person leaves

If they refuse to leave the premises or become aggressive, staff are to contact the police.

Staff must monitor unfamiliar persons on premises, ascertain their purpose, and remain vigilant until they leave (as the K-2 site is a public thoroughfare).

Version	Action	Date
V.1	Original endorsement	13 th November 2025
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