



COVID-19 update: QR codes to be mandatory for ECECs

Dear services and providers,

The department is committed to continuing to provide updated information and assistance as we work together to respond to the health advice particularly across the Greater Sydney region.

COVID Check-in mandate – Service NSW QR code

The NSW Government [announced yesterday](#) that from Monday 12 July the Service NSW QR code will be mandatory at all workplaces and retail businesses.

This requirement includes all early childhood centres and services. Services will be required to display the Service NSW QR code and take reasonable steps to ensure adults entering the service premises check in using the Service NSW QR codes. This means staff, families and visitors to services, including long day care, outside school hours care, family day care, preschool, mobile and out of scope services, will need to check in using the QR code. Children are excluded from this requirement. Family day care services will need to meet the requirement at each residence/venue at all times when educating and caring for children.

The NSW Government [website](#) has information on how to set up your business for a QR code if you have not done so already. The Service NSW COVID-Safe

check-in is easy to use from within the Service NSW app.

We thank you for your ongoing support and perseverance during this period. Education and care services continue to play a vital role in our community and the department is committed to supporting you.

Frequently asked questions

What are the requirements for families wearing face masks during drop-off and pick-up?

It is strongly encouraged that any family member or adult accessing a service wear a face mask at all times including where practical during drop-off and pick-up, and while at the premises of the service. This includes at family day care residences/venues.

Can parents/carers enter school grounds to drop off/pick up children from services on school sites?

If it is not possible for services to organise drop off/pick ups at the school gate (due to staffing and other practical or safety issues), then parents may enter school grounds and drop off/pick up at the service entrance.

What do best practice drop-off and pick-up procedures look like?

The drop off and pick up of children should be managed as follows:

- where possible, parents/carers should drop off and pick up at the service entrance/exit and not enter the premises
- physical distancing should be maintained by parents/carers and staff
- parents/carers should wear a mask
- staff should wear a mask when interacting with parents/carers

Temperature checks for arriving children are not required.

Can siblings of individuals identified as close contacts continue to attend education and care services?

It is likely that siblings of close contacts will need to isolate and should not attend care however this depends on the circumstances. Please contact NSW Health for further advice in relation to specific circumstances.

Will the gap fee for the Child Care Subsidy (CCS) be waived?

At this stage, there is no further change to fee charging and absent rulings in relation to the restrictions. If Child Care Subsidy (CCS) is being claimed by services, families must pay the gap fee. Services can waive gap fees where a health agency has advised or required the service to close as a result of the COVID-19 pandemic. Families can get CCS when their child is absent from a session of care they would normally attend for up to 42 days per financial year. These absences can be used for any reason. [Additional Child Care Subsidy \(temporary financial hardship\)](#) is available to support families experiencing significant financial stress.

For more information

The department regularly updates the [COVID-19 Guidelines for ECEC services](#) based on advice from NSW Health.

If you have any questions about your service operation you can contact the Information and Enquiries team on 1800 619 113 or by emailing ececd@det.nsw.edu.au.



[View previous updates](#)

Sent to all services and providers in NSW

Our mailing address is:

Early Childhood Education
L 8 10 Valentine Avenue
Parramatta, NSW 2150
Australia

[Add us to your address book](#)

[unsubscribe from this list](#)

