

ARRIVAL AND DEPARTURE POLICY

To ensure the 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 register is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called required to be implemented.

NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY | | |
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| 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. |
| 2.2.1 | Supervision | At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard. |
| 2.2.2 | Incident and emergency management | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented. |
| 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. |

| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS | |
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| 84 | Awareness of child protection law |
| 99 | Delivery and collection of children |
| 158 | Children's attendance record to be kept by approved provider |
| 173 | Prescribed information to be displayed |
| 177 | Prescribed enrolment and other documents to be kept by approved provider |

RELATED POLICIES

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| Enrolment Policy | Orientation of Families Policy |
| Child Protection Policy | Child Safe Environment Policy |
| Privacy and Confidentiality Policy | Termination of Enrolment Policy |
| Administration of Medication Policy | Code of Conduct Policy |

PURPOSE

We aim to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

Arrival:

- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff 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.
- All children need to be signed in by an authorised person: Note that the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the signature of the person dropping off the child. The parent/nominated person must also advise staff who will be collecting the child/children.
- 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.
- Should families forget to sign their child/children in, National Regulations require the nominated supervisor to sign the child in.
- Sign in sheets are to be used as a record in the case of an emergency to account for all children present at the Service

- 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 in the building.
- 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.
- A locker or hook will be made available to children and their families
- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

Departure:

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to Management as an authorised contact for the child.
- Photo identification must be sighted by a Primary Contact 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) when the child is collected from our Service. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor.
- Children must be signed out on the same sheet that they were signed in on.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) 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.
- Parents/authorised person are requested to arrive to collect their child/children by 12.30pm Wednesday/3.00pm (kindergarten children) or 6.30pm for child care and OSHC children.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.
- 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.
- 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. For the protection of the children and educators, parents are asked not to give our door code to anyone other than those absolutely necessary.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators 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.
 - If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Service.
 - Educators cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.
- 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.
- Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency Evacuation Policy.
- Details of absences during the day will be recorded.

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. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

Late Collection of Children:

- If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two Educators remain until all children are collected.

- Instruction to parents; *“Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$3 per minute will be charged.*
- If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.
- If they have not arrived by 6:30pm the service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.
- Due to licensing and insurance purposes, if by 6.30pm neither the parent nor any of the authorised contacts are available or contactable, the Service may need to contact the police and other relevant authorities.
- If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child’s whereabouts. If this occurs, the Service will be obligated to contact relevant Child Protection Agencies and/or the Regulatory Authority.
- Where families are continually late to collect children, a Late Collection of Children letter will be presented to parents/guardians
- Should this non-compliance continue, the service reserves the right to terminate a child’s enrolment.

SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

Early Childhood Australia Code of Ethics. (2016).

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).

Revised National Quality Standard. (2018).

REVIEW

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| POLICY REVIEWED | JANUARY 2020 | NEXT REVIEW DATE | JANUARY 2021 |
| MODIFICATIONS | <ul style="list-style-type: none"> • Additional relevant regulations added • Related policies updated • Late Collection information added and reworded • Sources checked for currency | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | NEXT REVIEW DATE |

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| JANUARY 2019 | <ul style="list-style-type: none"> • Introductory statement and purpose re-written • Rearranged the order of points for better flow • Points added (Highlighted). • Sources/references alphabetised. | JANUARY 2020 |
| JANUARY 2018 | <ul style="list-style-type: none"> • Minor changes made to support compliance • Related policy section added | JANUARY 2019 |
| OCTOBER 2017 | <ul style="list-style-type: none"> • Updated the references to comply with revised National Quality Standard | SEPTEMBER 2018 |
| JANUARY 2017 | <ul style="list-style-type: none"> • Regulation amendments have been incorporated | JANUARY 2018 |