

# ARRIVAL & 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.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
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	
99	Delivery and collection of children

## RELATED POLICIES

Enrolment Policy	Orientation of Families Policy
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## 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 that an educator or the Nominated Supervisor sign the child in.
- Sign in sheets are to be used in the case of an emergency to account for all children.
- 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.
- 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 Approved Provider stating that one parent has sole custody and responsibility.
- 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.

## 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 an educator or the Nominated Supervisor.
- Children must be signed out on the same sheet that they were signed in on.
- Parents are requested to arrive to collect their child/children before the service closure time.
- 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 front 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.
- Details of absences during the day will be recorded.

### Visitors:

To ensure we can meet work, health and safety requirements and ensure the safety of our children, 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 are present.
- 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 \$15 per 15 minutes or part thereof will be charged (e.g. if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)”.
- If you know that you are going to be late, please notify the service and if possible, make arrangements for someone else to collect your child.
- If you have not arrived by the service closure time you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child.
- Due to licensing and insurance purposes, if by closure time neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect.

- A sign will be displayed at the service notifying you of your child’s whereabouts. If this occurs, we will be obligated to contact Family and Community Services and inform them of the situation.

**Sources**

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**

POLICY REVIEWED	January 2019	NEXT REVIEW DATE	January 2020
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Introductory statement and purpose re-written</li> <li>• Rearranged the order of points for better flow</li> <li>• Points added</li> <li>• Sources/references alphabetised</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
January 2018	<ul style="list-style-type: none"> <li>• Minor changes made to support compliance</li> <li>• Related policy section added</li> </ul>	January 2019	
October 2017	<ul style="list-style-type: none"> <li>• Updated the references to comply with revised National Quality Standard</li> </ul>	September 2018	
January 2017	<ul style="list-style-type: none"> <li>• Regulation amendments have been incorporated</li> </ul>	January 2018	