

## ARRIVAL AND DEPARTURE POLICY

### POLICY STATEMENT

Arrival and departure times are planned to promote a smooth transition between home and our Service for before and after school care, and vacation care. The opportunity to build secure, respectful, and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child’s well-being.

To ensure the health and 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 as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

### 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	
84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma and illness

87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises

## RELATED POLICIES

<p>Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Protection Policy Enrolment Policy Providing a Child Safe Environment Policy</p>	<p>Emergency and Evacuation Policy Privacy and Confidentiality Policy Work Health and Safety Policy Incident, Injury, Trauma and Illness Policy Safe Transportation Policy</p>
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**PURPOSE**

NWCC aims 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 health, safety and wellbeing of each individual child.

As part of our Risk Management process, our service may introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our Arrival and Departure Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

**THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:**

- adequate supervision is provided when children arrive and depart the service premises
- relevant educator to child ratios are adhered to at all times
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the Service including the name, address and contact details of



- any emergency contacts
- any authorised nominee
- any person authorised to consent to medical treatment or administration of medication
- any person authorised to give permission to the educator to take the child off the premises
- any person who is authorised to authorize the education and care service to transport the child or arrange transportation
- details of any court order, parenting orders or parenting plan
- authorisations for the service to take the child on regular outings
- authorisations for the service to take the child on regular transportation
- any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

## ARRIVAL AT SERVICE

Our service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. *Our service has implemented the following measures:*

- Any person who is displaying symptoms such as fever, coughing, sore throat, fatigue and shortness of breath should not attend our service under any circumstance
- Any child who has a temperature of 38°C or higher will not be permitted entry to the centre
- A designated area for drop off/ pick up will be clearly indicated.
- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- All children need to be signed in on the iPad by an authorised person. You will need to set up your own individual PIN to do so, which must not be shared with anyone else.
- The parent/authorised nominee must advise the staff if someone different is picking up their child.
- Children are encouraged to wash their hands upon arrival or use the hand sanitiser provided.

- 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/Responsible Person to sign the child in.
- 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.
- If a child requires medication to be administered whilst at the service, the person delivering the child must complete the Administration of Medication Record as per the services Management of Medical Conditions and Administration of Medication Policy.
- The educator will check that the person has completed the Administration of Medication Record and store the medication appropriately, away from children's reach.
- 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.
- 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 Nominated Supervisor stating that one parent has sole custody and responsibility.

## **DELIVERY TO SCHOOL**

### **Educators and staff will ensure:**

- All children will be signed out of the service and escorted to the designated before-school play area where the teacher on playground duty will be advised of their arrival.
- All Kindergarten children will be signed out of the service and escorted to their classroom or a pre-arranged designated place. Please refer to your service specific Family Factsheet for information about the kindergarten drop-off and collection procedure.
- Children will not be escorted to school until a teacher is on playground duty.

## **COLLECTION FROM SCHOOL**

- An Educator will collect Kindergarten children and children with additional needs (as required) from their classroom or a designated area and advise the classroom teacher/s that they have been collected, before escorting them to the service and signing them in. (Please refer to your service specific Family Factsheet for detailed information about the kindergarten drop-off and collection procedure for your particular service.)

- Children in first to sixth grade will make their way to the designated area and be signed in by educators. If the iPad is out of service, a hard copy of the roll will be used to sign the child in.
- The educator/s collecting children from school classrooms, or a designated area will carry a mobile phone, iPad or a hard copy of children's emergency contact details.
- 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.

#### **A CHILD ARRIVES AT THE CENTRE AND IS NOT ON THE ROLL (AFTER SCHOOL CARE):**

- If a child arrives at the centre, is **not** on the roll, and **is currently enrolled** with NWCC, ask the child to wait with you and finish signing all the children in.
- Call the office to confirm the booking, if you can't get in contact with the bookings team, call the parent, if you can't get in touch with the parent, keep the child in our care until we can determine where the child should be.
- If a child arrives at the centre, is **not** on the roll and is **not** enrolled with NWCC. Call the office to confirm if the child has an enrolment with NWCC. If the child is not enrolled with NWCC, take the child to the school office. The school is responsible for the child until the parent arrives.

#### **A CHILD ARRIVES AT THE CENTRE AND IS NOT ON THE ROLL (BEFORE SCHOOL CARE):**

- If a family arrives at the centre, and is **not** on the roll, and **is currently enrolled** with NWCC, you may add them to the roll and contact the bookings team to advise them of what child/ren have been added.
- If a child arrives at the centre, is **not** on the roll and is **not** enrolled with NWCC. Call the office to confirm if the child has an enrolment with NWCC. If the child is not enrolled with NWCC, advise the family that you cannot accept them and they will need to contact bookings to complete an enrolment.

#### **ABSENT OR MISSING CHILDREN**

- Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.

- Parent/guardian must advise service staff as early as possible of their child/children's absence from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information, such as directly on the iPad or in the diary if required.
- If a child is collected from the school early due to illness or other reasons, the parent must notify the service, using the service's telephone message bank, text message, or mark the absence on My Family Lounge if the service is unattended.

**Should a child not arrive at the service or not be waiting in the designated area when expected, Educators will:**

- Ask the other children if they have seen the child or know of where the child might be (phone parents to confirm if children say the child left school early).
- Ask the child's teacher and/or office staff if they know of the child's whereabouts.
- Call the child's authorised nominees ASAP and ask for information regarding the child's attendance at school.
- If absent, remind the child's authorised nominees of their notification responsibilities.
- If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
- Contact the school principal or delegate.
- If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
- Continue to keep in contact with the school during this time.
- Follow up on any leads regarding children going to a friend's home and check common places in the local area.
- If the child cannot be found during this search, the child must be considered missing.
- If the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know.

## MISSING CHILDREN

**If a child is considered missing, an educator or staff member will:**

- Contact the police by dialling 000
- Contact the child's parents (if not already in contact)
- Contact the school to inform them of the missing child (if not already contacted)
- Ensure that other children waiting to be escorted to the service remain appropriately supervised
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident.

## DEPARTURE FROM SERVICE

- Children may only leave the OSHC Service premises if the child leaves:
  - in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
  - taken on an excursion or on transportation provided or arranged by the OSHC Service with the written authorisation of the child's parent or authorised nominee; or
  - given into the care of a person or taken outside the premises; or
  - because the child requires medical, hospital or ambulance care or treatment; or
  - because of another emergency (evacuation due to bush fire, flood)
- Parent/authorised nominee is to advise an educator if someone different is picking up their child, verbally or via text. The person must be of the age 18 or above, listed as an authorised nominee on the child's enrolment form with their contact details and be able to produce proof of identity.
- Unless the parent/authorised nominee is known to the service, photo identification must be sighted by an 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 authorised nominee 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 or Responsible Person.
- In the case of an emergency, where the parent or a previously authorised nominee is unable to collect the child, the parent or person responsible for the child (as listed on the 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 via email or text. Persons aged



between 16 - 17 are authorised to collect the child in the case of an emergency. The person that has been authorised to collect the child must show photo identification.

- If a person who is not on the collection list arrives to collect a child, written authorisation via email or text will be sought from an authorised nominee before the child is able to leave the service. The Nominated Supervisor/Responsible Person will also request identification from the person collecting the child.
- Parents are requested to arrive to collect their child/children by the closing time of the service.
- No child will be withheld from a known 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 and appropriate authorities.
  - 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
- In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the NQA IT System.
- An Educator will be made aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.

- If parents are late on a reoccurring basis, they will receive a written notice.
- If the parent is late after the written notice, care will be cancelled at discretion of management.

**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.
  - Follow procedures to protect the safety of children and staff of our service as per Child Protection Law and Child Protection Policy.
  - First, discuss concerns with the nominated supervisor, who may contact the Police and other regulatory authorities (Child Protection Hotline 132 111).
  - If an authorisation to collect a child is refused by the service, it is best practice to document the actions for evidence to authorities.
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- At the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, sickbed and storage sheds to ensure that no child remains on the premises after the service closes.
  - Children accompanied by educators may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency and Evacuation Policy.

#### **DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE**

- During periods of Vacation Care, policies and procedures will be followed as per arrival at service, and departure from service.

#### **VISITORS**

- To ensure we can meet Work Health and Safety requirements and ensure a child-safe environment, individuals visiting our service must sign the visitor's log 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 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 must stay behind for the safety of your child. Please refer to the family handbook for related late fees.
- 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 the time the service closes an educator 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 after closing time neither the parent or 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, (by 2 staff members as per the Staffing Policy), 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 notify the Regulatory Authority.
- Where families are continually late to collect children, they will be called to discuss alternatives in line with the fees policy.
- Should this non-compliance continue the service reserves the right to terminate a child’s enrolment.

## CONTINUOUS QUALITY IMPROVEMENT

Northwest Community Childcare will continue to evaluate and assess our working alone practices if/when required through critical reflections, checklists, professional learning and discussions with families and staff.

This policy will be monitored to ensure its compliance with legislative requirements and unless deemed necessary through the identification of practice gaps or legislative changes, Northwest Community Childcare will review this policy as per the policy schedule and/or as required.



Scan the QR code if you would like to provide feedback.

## REVIEW

<b>POLICY REVIEWED BY</b>	Courtney Tancred	Childcare Operations Coordinator	12.3.2024
<b>POLICY REVIEWED</b>	March 2024	<b>NEXT REVIEW DATE</b>	March 2025
<b>MODIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles</li> <li>• Updates to section on “if a child attends that is not on the roll”</li> <li>• Absconded child section removed – covered in behaviour guidance policy.</li> <li>• Feedback QR Added</li> </ul>		
<b>POLICY REVIEWED</b>	<b>PREVIOUS MODIFICATIONS</b>		<b>NEXT REVIEW DATE</b>
June 2023	<ul style="list-style-type: none"> <li>○ Additional information added to Absconded child.</li> <li>○ Review of policy regarding COVID-19 restrictions/guidelines for ECEC services.</li> <li>○ Sources checked for currency.</li> <li>○ Minor editing</li> <li>○ Change to temperature 38°C</li> </ul>		March 2024

