

ARRIVAL AND DEPARTURE POLICY

Arrival and departure times are planned to promote a smooth transition between home and our Service. 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 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
99	Children leaving the education and care service premises
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 and family day care educator
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

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Safe Environment Policy Code of Conduct Policy Control of Infectious Diseases Policy Coronavirus (COVID-19) Management Policy Emergency Evacuation Policy	Enrolment Policy Handwashing Policy Orientation of New Families Policy Privacy and Confidentiality Policy Work Health and Safety 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.

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.

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 when directed from the government in line with COVID-19 lockdown policies and procedures, and is subject to change with our service following the health advise:

- all children need to be signed in by an authorised person. Note: 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/authorised nominee must also advise staff who will be collecting the child/children
- children are required 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 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
- 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.
- should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible
- a locker or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each 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 Director stating that one parent has sole custody and responsibility.

Departure from the Service

- Children may only leave the service premises if the child leaves;
 - in accordance to the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - taken on an excursion; 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)
- in the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) 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 (email, text or letter)
- 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 nominee or authorised person 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
- parents/authorised person are requested to arrive to collect their child/children by 6.00pm.
- 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 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. For the protection of the children and educators, parents are asked not to give service information to anyone other than those absolutely necessary.
- 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](#)
- 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
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - 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 (refer to *Refusal of Authorisation Record*).
- 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.

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 our service is not licensed or insured to have children on the premises after hours. This is a breach in the education and care regulations. 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 10 minutes or part thereof will be charged (e.g. if you are 5 minutes late you will be charged for a 10-minute block. If you are 25 minutes late you will be charged for three 10-minute blocks, etc.)”*.
- 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 6:00pm 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 6pm neither the parent or any of the authorised nominee 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 notify 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).

Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia.* (2009)

Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC)* Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations.](#) (2011)

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). (Amended 2020).

National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services.* (5th Ed.).

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

REVIEW

POLICY REVIEWED BY:	Nikia Nankervis	Centre Manager	05/03/2024
POLICY REVIEWED	March 2024	NEXT REVIEW DATE	March 2025
MODIFICATIONS	<ul style="list-style-type: none"> minor edits 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		
MODIFICATIONS	<ul style="list-style-type: none"> review of policy regarding COVID-19 restrictions/guidelines for ECEC services sources checked for currency minor edits 		
JUNE 2020	<ul style="list-style-type: none"> addition to introduction of policy updated to include risk mitigation measures for arrival and departure due to COVID-19 additional hygiene procedures added- re handwashing additional related policies additional sources added 		
JANUARY 2020	<ul style="list-style-type: none"> Additional relevant regulations added Related policies updated Late Collection information added and reworded Sources checked for currency Updated the references to comply with revised National Quality Standard Minor changes made to support compliance Related policy section added 		