

# ARRIVAL AND DEPARTURE POLICY

January 2020

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 |

## Purpose

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service; emergency drills are effectively executed and are a requirement of the Education and Care Services National Regulations 2011.

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service.

Educators and Staff will only release children to an authorised person as named by the parent/guardian on the child's enrolment form.

## Strategies

**Please note:** Throughout this policy the terms 'sign in' or 'sign out' are taken to mean the act of logging and recording attendance via the electronic Kiosk system OR physically writing in and signing the paper-based sign in/out sheet where electronic means are not available. Electronic sign in/out is the preferred method.

## Attendance Sheet

A daily child record of attendance that is kept at the service must include (**Regulation 158**):

- The full name of each child attending the service
- Arrival and departure times; and
- The signature of the person who delivers and collects the child (can be electronic)
- The name of the room the child is booked in to.
- 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 requires the nominated supervisor to sign the child in.
- Sign in sheets are to be used in the case of an emergency to account for all children.

The kiosk will be placed in a visible location for ease of use for families. Families or others delivering/collecting children must use their own phone number and passcode when logging into Kiosk.

### Review of the Attendance Sheet

- Staff will regularly review the attendance sheet throughout the day to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in or out, a staff member will sign to confirm that the child is in attendance or has left the service and sign them out electronically.
- Prior to closing the service, two staff members must verify all children have been signed out of the service. If a child is not signed out, educators/staff members will check all areas of the service and look for clues such as bags remaining in lockers, to ensure no child remains. Educators will contact the child's educators to see if they can confirm them being collected. Educators will contact the parent/guardian to confirm that they have been collected and this will be noted in the staff room diary.

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she hasn't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian.

A child may only leave the education and care service premises under any of the following circumstances (**Regulation 99**):

- a parent of the child collects
- An authorised nominee named on the child's enrolment record collects
- A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
- Phone authorisation has been given to two (2) educators from a parent, an email stating the name and mobile number of a person authorised to collect and identification of person/s picking up is checked. If child is distressed and does not appear comfortable to leave with authorised person, educators reserve the right to not allow child to be taken.
- Child is taken on an excursion
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

### Authorised Nominees

- On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised Nominees should be over 16 years of age to sign a child out. This is not a regulation but best practice. However if the underage person has written permission then they are permitted to collect.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren if they have never been met by educators at the service.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.

- If an educator is unable to identify the person trying to collect the child from the service, the parents will be contacted immediately for clarification.
- Please note: Unless there is a prohibition for one or both parents to collect the child from the service, both parents have the authority to remove the children from the premises. The family must provide the service with documentary evidence of any such prohibitions.
- 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.

### Where there are concerns for the safety, health and wellbeing of Children

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and a staff member feel that the person is unfit to take responsibility for the child, the staff are to bring the matter to the person's attention before releasing the child into their care (**National Law 171**). Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent/guardian or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, staff are to inform the police of the circumstances, the person's name, and vehicle make/model and registration details. Staff cannot prevent a parent/guardian from collecting a child, but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements, if they feel the parent/guardian is in an unfit state to accept responsibility for the child.

Other reasons why a staff member would try to prevent a child from going home with a parent as well as the above mentioned are:

- When a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.
- A parent or authorised person does not have a car fitted with an appropriate child restraint.

### Responsibilities of the Approved Provider

- Ensure the service operates in line with the Children (Education and Care Services) National Law (NSW) 2010 and The Education and Care Services National Regulations 2011 with regard to the delivery and collection of children at all times.
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service (**National Regulation 157(1)**)—except when:
  - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Approved Provider, supervisor or educator under the law or
  - the Approved Provider is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (Authorised person described in **National Law 170(5)** and Inappropriate person described in **National Law 171(3)**) is not at the service while children are present unless the person is under direct supervision.
- Ensure there are procedures in place to ensure that all children have been signed out for the day by the parent/guardian of the child or a responsible person.

## Responsibilities of the Educators

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery and collection of children.
- If you are unsure whether a child should be allowed to leave with the person who has come to collect, do not allow the child to go until you have confirmed permission. Seek advice from the responsible person if unsure.
- Monitoring attendance – when moving between classrooms or starting/finishing a shift, educators must check the attendance roll against the group head count. Educators must monitor and acknowledge the arrival of persons coming to collect the children and be alert of unfamiliar people.

## Responsibilities of the Families

- Sign the child into Kiosk
- Place the child's belongings into the designated location
- Place fruit in designated bowl for kitchen staff, place bottles/formula any extra food into refrigerator (must be labelled)
- Communicate any changes of routine with educators whenever necessary (for example; a rough night's sleep, an injury received or alternative collection arrangements.)
- Leave your child in the direct care of a staff member at all times.
- Ensure an educator is aware your child has been collected from the service at all times.
- Provide the service with any court orders relating to your child upon enrolment of the child.

## Responsibilities of the 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

- Our service reserves the right to implement a late collection charge when families have not collected their child/ren from the service before closing time (6:30pm unless otherwise advised). This charge will be set at a rate determined by the Approved Provider and based on the service's needs to re-coup expended incurred in employee wages and running costs.
- If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two Educators - one must have or be actively working towards an approved diploma level education and care qualification- are present (**National Regulation 126(1)(a)**).
- Parent to notify the centre if they know that you are going to be late: If possible, make arrangements for someone else to collect child.
- We appreciate that unforeseen circumstances may occur from time to time however, families who regularly arrive to collect their child/ren after closing time may risk their enrolment at the centre.

- If parent has not arrived by **6.30pm** they will be contacted. If we are unable to contact the parent, and the child has not been collected, we will call alternative contacts as listed on the enrolment form to organise the collection of the child.
- If the parent/emergency contacts cannot be contacted if a child/ren has no be collected. The police will be contacted and instructions about how staff are to proceed will be given by the authorities.

## Related Statutory Obligations & Considerations

### Australian Children’s Education and Care Quality Authority (ACECQA)

<http://www.acecqa.gov.au/>

### Children (Education and Care Services) National Law (NSW) No 104a

<https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full>

### Children and Young Persons (Care and Protection) Act

<https://www.legislation.nsw.gov.au/#/view/act/1998/157>

### Department of Education

<http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care>

### Education and Care Services National Regulations

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full>

### National Quality Framework (NQF)

<http://acecqa.gov.au/national-quality-framework/>

## Related Telephone Numbers

- Early Childhood Directorate - 1800 619 113
- ACECQA - 1300 422 327
- Police - 000
- Office of the Children’s Guardian - 8219 3600

## Amendment History

| Date                          | Amendment          | Notes of Amendment   |
|-------------------------------|--------------------|--|
| 9 <sup>th</sup> October 2018  | Policy Created     | -  |
| 24 <sup>th</sup> January 2019 | Reviewed           | - Electronic sign out by educator added when child has not been signed out by parent             |
| 29 <sup>th</sup> January 2020 | Reviewed & Amended | - Additional Points Added<br>- Grammar errors fixed<br>- Formatting<br>- NQS & Regulations Added |

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

|                  |   |
|------------------|---|
| Date:            | 29 <sup>th</sup> January 2020             |
| Version:         | 003                                       |
| Last amended by: | Kylie Sowman & Natalie Payne              |
| Next review:     | January 2020                              |
| Position:        | Nominated Supervisor & Educational Leader |