

# Arrival and Departure Policy

*To maintain the wishes of families as per the individual enrolment form. Families who are separated cannot deny another parent access to the child at the Service unless there is a court order in place.*

## National Quality Standards (NQS)

Quality Area 2: Children's Health and Safety	
2.3	Each child is protected

## Education and Care Services National Regulations

99	Delivery and collection of children
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### PURPOSE

To ensure the protection and safety of children, staff members and families accessing the Service. Staff will only release children to an authorised person. The daily sign in and out register(Qlkkids Kiosk) will be used to determine who is present at the Service in case of emergencies.

### 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.

#### ARRIVALS

- In order for children to feel secure and safe, it is important that they are greeted upon arrival by a member of staff and have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust. Family members leaving without saying goodbye could cause the child to think they have been left behind.
- **All children need to be signed in electronically by the person who is bringing them to the service.** Staff are not allowed to sign a child into the service in place of the family member. This will capture the time and individual parent electronic signature and is a requirement from the Government with respect to proof of attendance at audit time.
- Parent's also need to advise us who will be collecting the child/children if it varies from the usual parent.
- Electronic kiosk access via mobile networks is 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 information should be passed on to one of the child's educators by the person delivering the child.
- A locker or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol or name 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.
- 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 and

shown on Qikkids as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the service.

## DEPARTURE

- Parents are to advise their child's educator if someone different is picking up their child. This person is to be named on the Enrolment Form or added in writing to the Director as an authorised contact for the child.
- Photo identification will need to be sighted by a Primary Contact Educator. If educators cannot verify the person's identity they may not release the child into that person's care.
- All children must be signed out by their parent or person who collects the child 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 an educator.
- 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.
- Children will need to be signed out in the same way as they were signed in. • Parents are requested to arrive to collect their child/children by 6.30pm.
- In the case of a particular person being denied access to a child, the service requires a written notice from a court of law. Educators will attempt to prevent that person from entering the service and taking the child, however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent with custody will be contacted along with the local police. The 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, if possible without the child being present
  - Suggest they contact another parent or authorised nominee to collect the child.
  - Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. 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 all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.
- Staff will check on Qikkids Kiosk to ensure that all children have been signed out- if any child has not been signed out staff are required to contact the parent to confirm that they have collected the child. The nominated supervisor or Responsible person present will then sign out the child. These are the only circumstances when a staff member is allowed to sign out a child.
- Children may leave the premises in the event of an emergency, including medical emergencies- they should be signed out at exit.
- Details of absences during the day will be recorded and reported to C.C.M.S.

### VISITORS (Excluding parents dropping off or picking up)

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, all 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, a minimum of two Educators must also be 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 \$50 per 15 minute block 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 make arrangements for someone else to collect your child.
- If you have not arrived by 6:30pm 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 the child’s Enrolment Form to organise the collection of your child by one of them”.
- Due to licensing and insurance purposes, if by 6:30pm 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 ChildFIRST and inform them of the situation.

### Source

- Australian Children’s Education & Care Quality Authority. (2014).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,
- ECA Code of Ethics.
- Guide to the National Quality Standard.

### Review

Next Policy Review Date
June 2017