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# ARRIVAL AND DEPARTURE POLICY

## QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

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**National Quality Standards (NQS)**

<b>Quality Area 2: Children's Health and Safety</b>		
2.1.1	<b>Wellbeing and comfort</b>	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	<b>Safety</b>	Each child is protected
2.2.1	<b>Supervision</b>	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	<b>Incident and emergency management</b>	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	<b>Child Protection</b>	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**

<b>Children (Education and Care Services) National Law Act</b>	
<b>99</b>	Delivery and collection of children
<b>158</b>	Children's attendance record to be kept by approved provider

### Introduction

We aim to ensure the protection and safety of children, staff members and families accessing the Centre. Educators and Staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Service in case of emergencies.

This policy relates to the:

- arrival and departure of children at Woden Early Childhood Centre (WECC)
- educators will only release children to those who are authorised to do so
- it is the responsibility of educators and families to ensure the safe arrival and departure of children accessing care at WECC and the completion of statutory documentation where appropriate
- the practical and safe approaches outlined in this policy promote a smooth transition between home and WECC
- assure the completion of the required records for the claiming of the Commonwealth Child Care Subsidy (CCS) in long day care
- and confirms a child's presence or absence from WECC
- it also ensures a child's arrival and departure at WECC continues their safe care and custody

## Goals – What are we aiming to do?

The Nominated Supervisor or Director will:

- ensure families are aware of their responsibilities in relation to completing required documentation at the time of their child's arrival and departure when they are enrolled and are welcomed to WECC
- ensure there are processes for the safe and documented arrival and departure of children at WECC
- support children in settling into WECC each day and experiencing quality education and care through continuity of educators and positive interactions within the WECC community

### Strategy 1 – Record of attendance

An electronic record of attendance, kept on the QikKids Database for our Centre, includes the full name of each child attending, arrival and departure times, and the name of the person who delivers and collects the child.

Responsibility of: Approved Provider or delegated authority

See *Authorisation* policy for details on who a child may depart WECC with

Arrival and departure times encourage families to interact in the environment, build relationships and open communication networks and ensure the safety of children when being delivered to and collected from WECC.

A family member or delegated authority will sign each child in and out of WECC using their phone number and unique pin code upon arrival and at the time of departure, on the record of attendance with a full signature and who is collecting the child.

In addition to the record of attendance WECC will:

- review the sign in and out sheet. Where parents or authorised persons have not signed a child in, a WECC educator will note that the child is in attendance and sign the child in. The parent will then confirm the time and that the child was in care for that day when the next time they login to the Kiosk
- If a child is absent from the service, educators will note that the child is absent, and families will confirm this the next time they login to the Kiosk
- ensure that educators verify all children have been signed out of WECC at the end of the day. WECC ensure there is an educator from each room present until 6:00pm when WECC closes and two educators are responsible for checking all rooms on the Kiosk at the end of the day to verify all children are signed out
- request a 'signed authority to release' form from the parent or authorised person prior to allowing anyone other than those listed on the enrolment form to collect a child from WECC (appendix 1)
- allow a child to leave WECC only with an authorised person who appears able to appropriately care for a child to leave WECC only with an authorised person who appears able to appropriately care for the child. Educators always act in the interest of safety for the child, themselves and other children at WECC. It is at the educators' discretion to determine if they believe an authorised person is unable to

appropriately care for the child based on the individual case and circumstances

- persons who will have access to the Kiosk will be named on the Kiosk Access Information Form (appendix 2). This allows them to sign the child in and out of WECC

### **Strategy 2 – Arrival and departure – the experience for the child and family**

The Nominated Supervisor, Director or responsible educators will:

- ensure at the time of orientation, and on the first day of enrolment, that families understand their responsibility to sign in and out all children at the times of arrival and departure. This responsibility is a regulatory and funding obligation. In addition, as the sign in and out sheets are used for emergency evacuations, they need to be completed by families both upon arrival and departure from WECC to ensure an accurate record of children on the premises
- develop rosters to provide for continuity of care for the families and children throughout the day

Educators will:

- set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and help children feel secure in their setting
- greet families and find out about the child's needs for the day
- support children to participate in an activity and assist with separation for both adults and children and to say goodbye
- welcome families at the conclusion of the day and communicate about the child's day. any important messages will be passed onto families, including any changes in the child's routine, accident reports or medication needs
- a locker will be made available to children to store their belongings. Children's names are posted in the lockers nominating a symbol which child it belongs to

### **Strategy 3 – Family communication**

The parent or authorised person will communicate any changes to the child's routine to a WECC educator. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing documentation, or if there is a change in time of arrival or departure for a child. These details must be known by educators to ensure the safety and wellbeing of each child.

- ensure that the educator is aware that your child has arrived and is in the building
- child's medication needs, or any other information is 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 Nominated Supervisor or 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 the emergency details form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact will then need to be authorised in writing to the service via email
- photo identification will need to be sighted by a Primary Contact Educator. If educators cannot verify the person's identity they may be unable to release the child into that person's care
- 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 case of a particular person being denied access to a child, the service requires a written notice from the 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 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
- 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 parents will need to complete an 'authority to release' form as an authorised contact for the child

- children will need to be signed out on the same sheet as they were signed in
- families are requested to arrive to collect their child/ren by 6:00pm
- 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 18 to collect children

## 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. Visitors should not be left alone with children at any time.

WECC will advise parents/authorised contacts not to provide entry for visitors who do not know the entry code. Parents/authorised contacts will be advised to instruct visitors to ring the doorbell for entry and to speak to an educator regarding the purpose of their visit.

## Late Collection of Children

- if there are children still present at the Service upon closing, a minimum of two Educators are present at all times
- Instruction to families; "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 and therefore both have to be paid overtime. To cover this, a late fee of \$15 for the first 5 minutes and \$5 per minute will be charged (e.g. if you are 5 minutes late you will be charged for a 5-minute block.)
- 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 6:00pm 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 by one of them
- due to insurance purposes, if by 6:00pm 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

## Evaluation

A designated educator in each room is responsible for maintaining the sign in and sign out sheets and ensuring each parent / authorised person keeps their child's record of attendance updated.

## Related policies/documents

- *Authorisations*
- *Child protection*
- *Determining a responsible person*
- *Providing a child-safe environment*
- *Supervision*

## Statutory legislation and considerations

- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,
- Education and Care Services National Regulations 2011
- Child Care Subsidy (CCS) (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000
- Australian Children's Education & Care Quality Authority. (2014).

- ECA Code of Ethics.
- Guide to the National Quality Standard

## Sources and references

- Department of Education and Training–[www.education.gov.au](http://www.education.gov.au)

## Authorisation

*Meng Wang*  
President  
2018-19 WECC Management Committee

### AUTHORITY TO RELEASE FORM

Related Policy – Acceptance and Refusal Authorisation [Childcare Policies / Quality Area 2]

Related Procedure – Acceptance and Refusal / Procedure Drafts / Quality Area 2]

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To be used where the Parent/Guardian or authorised nominee is able to provide prior written authorisation.

I, \_\_\_\_\_ authorise:

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

To collect my child/children [Write full name/s] \_\_\_\_\_

From Woden Early Childhood Centre on \_\_\_\_\_

This was a rarity occurrence and this person is not to be included on my child's enrolment form as an authorised nominee to collect my child on an ongoing basis.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**This form must be included in the emergency details folder and file under the child's name.**

## Kiosk Access Information Form

Child's Name: \_\_\_\_\_

Room Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

**All persons must be at least 18 years old**

Parent Name:	Relationship to Child:	Contact Number:
Parent Name:	Relationship to Child:	Contact Number:
Authorised Person 1:	Relationship to Child:	Contact Number:
Authorised Person 2:	Relationship to Child:	Contact Number:
Authorised Person 3:	Relationship to Child:	Contact Number:
Authorised Person 4:	Relationship to Child:	Contact Number:
Authorised Person 5:	Relationship to Child:	Contact Number:

I \_\_\_\_\_ give permission for the above listed authorised nominees to collect and deliver my child \_\_\_\_\_ to Woden Early Childhood Centre. I can have these people removed as an authorised nominee by written request to Centre Director.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date