



## ARRIVAL AND DEPARTURE POLICY

To ensure the safety of children at our Service, our Arrival and Departure policy is strictly enforced and adhered to. The daily/session sign in and out register is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called.

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
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	
99	Delivery and collection of children

### RELATED POLICIES

Enrolment Policy, Orientation of New Families Policy

### PURPOSE

We aim to ensure the protection and safety of all children, staff members, and families accessing the Service. Our arrival and departure procedures play a key role in this, particularly in regard to delivering and collecting children from Our Lady of the Way and bringing them over to our school. 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.

### **ARRIVAL AT SERVICE:**

- 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.
- At no stage will there be one child and one Educator alone at the service.
- All children need to be signed in by an authorised person. Information required on the register includes the time and the signature of the person dropping off the child.
- 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, the Nominated Supervisor is to sign the child in as required by the National Regulations.
- Sign in sheets are 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 important or relevant information should be passed on to one of the child's educators by the person delivering the child.
- A locker will be made available for the child to place their school bag and belongings.
- 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 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.

**DELIVERY TO SCHOOL:**

- At 8:45am children collect their belongings and are signed out. A leader will check the lockers to confirm all belongings have been collected.
- Foundation/Prep students from Kingsbury P.S. are walked to their classroom, and then all other Kingsbury P.S. students are dismissed from Before Care and into the care of the teacher on yard duty. Children will not be permitted to leave until the yard duty teacher is present.
- Our Lady of the Way students are walked to school by two OSHC staff via Niblick Street and Green Avenue. Foundation/Prep students are walked to their classroom by OSHC staff.

**COLLECTION FROM SCHOOL:**

- An OSHC educator will go to the Grade 1/2 classrooms to remind the individual children who are attending After Care that day. The educator then collects any Foundation/Prep children from their classroom, walks them to OSHC and assists them to place their belongings in a locker.
- At the 3:30pm dismissal bell, all other Kingsbury children make their way to the Multi-Purpose Room and are signed in by an OSHC educator upon arrival.
- At 3:30pm children from Our Lady of the Way make their way to the designated collection point; a veranda located near the playground where an OSHC educator is waiting for them. They are marked off the After Care daily roll. A helper from OLW also marks the children off their roll.
- Once all children are accounted for, OLW children are walked to Kingsbury P.S. via Green Avenue and Niblick Street. When there are 15 or more children, they are escorted by one OSHC and one OLW staff member.
- OLW children are signed in on the roll upon arrival.

**ABSENT OR MISSING CHILDREN:**

- Parents must advise Service staff as early as possible of their child/children's absence from school. This can be done via telephone, email or through My Family Lounge.
- If a child has not arrived at the Service and the parent has not contacted the Service to advise of the child/children's absence 15 minutes prior to children being escorted to school, an educator will contact the parent to clarify and confirm the situation.
- If a child is collected from the school early due to illness or other reasons the parent must notify the Service.
- If a child does not arrive at the Service at the expected time an educator will:

- Ask children in the school playground if they have seen the child or know where he/she is (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.
- Ring the child's parent/s to enquire if they know of their child's whereabouts.
  - If parents believe the child should be at school, educators will search the school classrooms and premises with the assistance of teachers and any available persons.
  - The educator will immediately contact the school principal or delegate.
  - 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 OSHC educator or staff member will:

- Contact the police by dialling **000**.
- Contact the child's parents.
- Contact the school to inform them of the missing child.
- Ensure that other children waiting to be transported to the Service remain appropriately supervised.

### 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 Coordinator as an authorised contact for the child.
- 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 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 are expected 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.
  - 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.
- 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.
  - If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Service.
- 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 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.
- Details of absences during the day will be recorded.

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

During periods of Vacation Care, families are not permitted to drive onto the school premises. Families should park in Maryborough Avenue and enter the school via the walkway gate. The carpark gate is to remain locked to ensure the safety and security of children and staff onsite. All other policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service*.

**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.
- For every minute after 6:00pm that a child remains at the Service awaiting collection, a fee of \$1 per minute is charged to the family. The person collecting the child must sign the child out and sign the Late Pickup Log, agreeing to the extra charge.
- If the child has not been picked up by 6:00pm the parents/guardians will be contacted. If they are unable to be reached, an alternative nominated contact will be called to organise collection of the child.
- If neither parents or authorised contacts are available or contactable, the Service may need to take the child to the police station to await collection. If this occurs, a sign will be displayed at the Service notifying them of their child's whereabouts. If this occurs, the Service will contact Family and Community Services and inform them of the situation.
- Two Educators will remain at the service until the last child exits the program.

**SOURCE:**

Australian Children's Education & Care Quality Authority. (2014).

Early Childhood Australia Code of Ethics. (2016).

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).

Revised National Quality Standard. (2018).

**REVIEW**

<b>Date Reviewed</b>	<b>Modifications</b>	<b>Next Policy Review Date</b>
February 2019	Ratified by the Kingsbury Primary School Council on 21 <sup>st</sup> March 2019.	February 2020
March 2020	Changes to Delivery and Collection of Children During Vacation Care.	March 2021