



## Arrival and Departure Policy

### National Quality Standard (NQS)

Quality Area 2: Children's Health and Safety		
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

Under the Education and Care Services National Law	
99	Delivery and collection of children
158	Children's attendance records to be kept by approved provider

### Aim

To ensure the protection and safety of children, staff members and families accessing Warradale Community Children's 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 Centre in case of emergencies.

### Implementation

#### Leadership will:

- Oversee implementation of this policy throughout the site
- Discuss alternate arrangements for collection with families if they are unable to collect before Centre closes on multiple occasions.
- Reserve the right to cancel care for families that repeatedly collect children after the Centre closes after 6:30pm.

#### Arrival:

- Children should be dropped off after 7am
- 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 delivering them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by the person responsible for verifying the accuracy of the record. This will include the time and parent signature. Parent's also needed to advise staff who will be collecting the child/children.
- Families may be reminded on departure to sign their child/children into the Service.
- Should families forget to sign their child/children in, National Regulations 158 requires that the nominated supervisor or educator to sign the child in and out.

- 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 information, should be 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 can 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

### **Departure**

- 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 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 be unable to 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 Centre. If the parent or other person forgets to sign the child out they will be signed out by the responsible person or an educator. If no one saw the child leave the family needs to be telephoned to verify that the child has left the centre.
- 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 centre.
- Children will need to be signed out on the tablet.
- 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.
- Administration will ensure that the authorised nominee pick-up list for each child is kept up to date.
- Persons under the age of 16 are not permitted 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, sign in/out sheets and the premises including outdoors and indoors 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.
- Families should be arriving to collect with adequate time for handover of information to happen (i.e. 6.15 -6.20pm).

## Visitors

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our centre must sign in when they arrive at the centre 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 of children

- If there are children still present at the Centre upon closing, it is considered best practice to ensure a minimum of two Educators are present.
- If you know that you are going to be late, please notify the Centre 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 your enrolment form to organise the collection of your child by one of them.
- Due to licensing and insurance purposes, if by 6.30 pm neither you nor any of your authorised contacts are available or contactable, we may need to contact Crisis Care who may 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.
- If you are late to collect your child two Educators must stay behind and therefore both must be paid overtime. To cover this, a late fee of \$30 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.)

## Evaluation

- This policy is viewed as working effectively when children are signed in and out of the centre each visit and families are aware of late fee charges.

## Source

Australian Children's Education & Care Quality Authority  
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations  
ECA Code of Ethics.  
Guide to the National Quality Standard.  
Revised National Quality Standard 2018

## Record of Policy Adoption and Amendment:

Version	Date	Details	Author	Next Review Date
1.0	30/3/18	Policy developed	Trish Cook	March 2020
1.1				
1.2			Diana Faranda-Pluke Lori Hay	March 2023
1.3	24/7/23	Acknowledgement on top and regulations	Pamela and Michelle	December 2024
1.4	Sept 2024	Change sign in sheet to tablet	Lori Hay	Sept 2025