

A-5 Arrivals and Departures

National Quality Standards (NQS)

2.2	Each child is protected.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practices and implemented.
2.2.3	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

Reg. 84	Awareness of child protection law
Reg. 99	Children leaving the education and care service premises
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures

My Time, Our Place

1.1	Children feel safe, secure and supported
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Policy Statement

We aim to provide a procedure for arrivals and departures at the service which is clear and ensures the safety and wellbeing of all children in our care. Staff will adhere to clear procedures regarding the arrival and departure of children while also ensuring families understand their requirements and responsibilities to communicate appropriately with staff regarding their child's arrival to and departure from the service.

Related Policies

- Absent and Missing Children Policy
- Child Protection Policy
- Daily Routines Policy
- Enrolment and Orientation Policy
- Extracurricular Activities Policy
- Hours of Operation Policy

- Management of Incident, Injury and Trauma Policy
- Medication Administration Policy
- Privacy and Confidentiality Policy
- Supervision Policy

Procedure

Authorised Nominees

An authorised nominee is someone who the parents of guardian have identified on the enrolment form as being allowed to pick up that child. An authorised nominee must be over the age of 18. The Nominated Supervisor may give permission to someone 16-17 years of age to be an authorised nominee based on individual circumstances.

Authorised nominees will be required to provide proof of identification to staff if they have not met them previously.

The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the Centre as soon as possible.

The Centre will not release the child to anyone who is not authorised without prior consent and in line with the Centre policy.

Arrivals

Children are not to be left at the Centre at any time prior to the Centre opening hours.

On arrival, authorised persons bringing the child to the Centre are responsible for electronically signing the child into the session via the touchscreen, using their own individual login. This will automatically record the time of arrival. If the child's name does not appear, the authorised person must advise a staff member.

If the touchscreen is not functional, parents or authorised persons will be required to sign children in on a paper roll, indicating the time of arrival and their signature.

The authorised person dropping off their child must ensure that a staff member is aware of the child's presence. Parents are encouraged to communicate with the staff and advise of any special needs or requirements.

Should a child require medication of any kind, parents are required to complete a Medication form and hand the medication to the Responsible person on duty (see Medication Administration Policy).

Departures

Children must be collected by 6:00pm, the closing time of the Centre, by an authorised person.

The authorised person who is collecting the child must electronically sign the child out of the session via the touchscreen, using their own individual login. This will automatically record the time of departure.

Children who have extracurricular activities will be taken, by a staff member, to the supervising teacher/instructor and then signed out of care. When the activity is finished, they will be collected by a staff member and signed back in to care. The authorised person is still expected to come to the Centre to sign out the child/ren even if they collect the child directly from the activity. A permission form is required before any child can leave the supervision of staff at the centre to go to an extracurricular activity (see Extracurricular Activities Policy).

Staff will be aware of each child's departure from the service to ensure children are only collected by an authorised person listed on their collection list. Staff have the right to ask for photo identification of any authorised person collecting a child.

Staff should be notified as soon as possible if the authorised person will be later than expected and the child will be informed to avoid unnecessary anxiety.

If the child is to be collected by anyone other than those named on the enrolment form, parents must have personally informed the Responsible Person on duty prior to pick up. This change should be confirmed in writing, if possible, and the person picking up the child must bring photo identification, e.g. driver's license or passport.

If the Centre has not been notified and someone other than the parent of authorised nominee comes to collect the child, the Centre will ring the parents to get his or her authorisation. The child will not be released from the Centre until proper authorisation has been received and photo identification has been verified.

A parent prohibited by a court order from having contact with a child cannot be an authorised person to pick up that child.

If the person collecting the child appears to be intoxicated or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child staff will:

- Discuss their concerns with the person, without the child being present if possible, and
- Suggest they contact another parent of authorised nominee to collect the child

If the person insists on taking the child, staff 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 Centre.

Staff cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.

Children may be taken off service premises if it is deemed that the child needs medical, hospital or ambulance care or treatment. Parent's will be notified if a child is being taken off the grounds. If a child is taken off the service premises for medical, hospital or ambulance care or treatment, a staff member will accompany them until their parent/guardian arrives (see Management of Incident, Injury and Trauma Policy).

Sources

- Childcare Centre Desktop – Arrival and Departure Sample Policy

- Education and Care Services National Regulations 2011
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- Network of Community Activities – Delivery and Collection of Children Sample Policy

Date Endorsed: 25/05/2021

Date of Review: 25/10/2023

Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202207	- Updated MTOP - Updated wording - Updated Sources	Staff	
v.2.202005	- Adjusted wording for extracurricular activities		
v.2.201902	- Updated links to NQS and National Regulations - Updated Policy Statement - Added paragraph on authorised nominees - Updated sign-in/out requirements to reflect electronic sign in via touchscreen - Added paragraph about intoxicated persons arriving to pick up child - Adjusted paragraphs and wording to allow better flow of information and eliminate repetitive paragraphs	Staff Staff Staff Staff Staff	