

Arrival and Departure of Children Policy and Procedure



Policy Relevant to:	All staff, Educators & families
Last Reviewed:	February 2021
Next Review:	February 2023
NQF:	84, 99, 157, 158, 160, 168, 173, 176, 177
NQS:	2.1, 2.2, 2.2.1, 2.2.3,
National Law	162, 167

Arrival and departure times are planned to promote a smooth transition between home and Adventure Patch services. The opportunity to build secure, respectful, and reciprocal relationships between children and families is promoted during arrival and departure times where educators can engage in conversations with families and support each child's well-being.

To ensure the health and safety of children at our Services, our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day.

The daily sign in and sign out register is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required.

Policy

To ensure the safety of each child, all Educators/staff must ensure that children are delivered and collected from Adventure Patch services in a manner that meets the requirements of the National Regulations.

We aim to ensure the protection and safety of all children, staff members, and families accessing our services. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

Adventure Patch is committed to:

- Ensuring the safe delivery and collection of children being educated and cared for at all services.
- Meeting its duty of care obligations under the National Law.
- Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

Adventure Patch may introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19).

Assessment may result in changes to our *Arrival and Departure Policy* and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia, the Department of Health, and our Regulatory Bodies. Control measures and changes to policies are reviewed in consultation with educators and staff members and communicated clearly to parents and families.





Procedure

Adventure Patch has an obligation to ensure the health and safety of all employees, children, and visitors in our workplace, in so far as is reasonably practicable.

Arrival

All children will be signed in and out electronically by authorised person/s, recording the date and time of the child's arrival and departure times.

Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and date of the person delivering or collecting the child.

Should a Parent/Guardian/Authorised Person forget to sign their child/ren in, National Regulations require an Educator to sign children in or out of the service. However, educators must not sign in, in the case of a child's first or last attendance.

Departure

Educators must ensure that a child does not leave an Adventure Patch service premises unless:

- The child is given into the care of:
 - A parent;
 - An authorised nominee named in the child's enrolment;
 - A person authorised by the parent or authorised nominee.
- Written authorisation has been given by the parent or authorised nominee named in the child's enrolment.
- Going on an excursion.
- Requiring medical, hospital, ambulance treatment.
- Due to another emergency (i.e. evacuation due to bush fire, flood)

It is the responsibility of parents/guardians to complete their child/ren's enrolment or booking form to ensure that the appropriately authorised nominees, who may collect their child/ren, are listed accurately on the enrolment form.

It is the responsibility of parents/guardians to ensure that the service is made aware of any court orders or parenting orders that are in place regarding contact with the child/ren.

Persons under the age of 16 years are not to deliver or pick up children unless in exceptional circumstances and in consultation with the Director and Parent and must also be in writing.

School students delivered to or collected immediately from school must be signed in/out by an Educator or nominated supervisor.

Where the person collecting a child is not known to the Educator/service, the person will be required to show photo ID to verify collection. Parents are to advise their service's Educator if someone different is picking up their child. Educators will refer to the current enrolment management system in relation to who is authorised to collect a child.





Educators cannot release a child to a person who is not listed as an authorised person or nominee on the child's enrolment record. If an unauthorised person arrives to collect a child from a service, Educators will contact the child's parent/guardian immediately.

Children will not be released to any person who appears to be intoxicated or under the influence of drugs.

It is the responsibility of educators / staff to ensure the *Arrival and Departure Policy and Procedure* is implemented and adhered to.

Sources:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations 2011
- Department of Health and Humans Services.
- Guide to the National Quality Framework. (2018). (Amended 2020).

Procedural Follow Charts

In the case of an Abandoned Child:

Where a child is not collected from Adventure Patch service **15 minutes** after the displayed closing time, the child will be viewed as an abandoned child. This is in line with *Arrival and Departure Policy*.

The following procedure will be applied:

Closing Time of Service – a child has not been collected	
Step 1	The nominated supervisor or responsible person will aim to contact the parent(s) or authorised nominees named in the child's enrolment record.
Step 2	If contact cannot be made Immediately, a voicemail will be left, and a text message sent.
Step 3	Where contact has not been achieved after 10 minutes, the nominated supervisor or responsible person will notify the Leadership Team and continue to attempt to contact the parent(s) authorised nominees named in the child's enrolment record.
Step 4	Due to licensing and insurance purposes, if by 6.45pm neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities
Step 5	A Responsible Person in charge plus one other educator or Leadership Team member will always remain with the child until the child has been collected.
Step 6	A late fee, in accordance with <i>Fee Procedure</i> , will be applied for every 5 minutes or part thereof that a child remains at the services after the displayed closing time.
Step 7	In instances where a parent/guardian knows they will be late collecting the child, we request that the parent/guardian arrange an alternate pick up and provide services with details.
Step 8	Continual late pickups will be reported to the Service Director.

In the case of a child booked into After School Care who has not arrived at the service.

The following procedure will be applied:

Non-Arrival of children to After School Care	
Step 1	<p>Contact school office to enquire whether the child was at school on the day and/or went home sick.</p> <p>If the child was not at school proceed to Step 3.</p> <p>If the child was at school a PA announcement (or alternative) is to be made asking the child/ren to immediately go to OSHC service.</p>
Step 2	<p>An Educator is to check with the child's classroom teacher and children on the whereabouts of the child.</p> <p>A search of the school grounds is to commence for the child</p>
Step 3	<p>If the child cannot be located on the school grounds a second announcement is to be made via the PA system.</p> <p>If information has been provided that the child has left with an authorised person, the responsible person in charge is to contact the parent and/or guardian to enquire about the child's whereabouts.</p>
Step 4	<p>If the parent/guardian cannot be contacted via phone or text, the emergency numbers listed on the enrolment form are to be contacted.</p> <p>Continue to contact the parents/guardians until contact is made and the child is located.</p>
Step 5	<p>The person in charge is to contact their Director and list all steps taken. The Director will review and direct the Person in charge to contact the Police on 000</p>
Step 6	<p>The incident will be documented and forwarded to the Leadership Team.</p>





In the case of Removal or Attempted removal of a child by a Non-authorised person.

A non-authorised person is a person where:

- Any person where a legal order prevents them from collecting the child/ren
- Any person/s who are unknown and/or cannot verify their identity.
- Any person who attempts to collect the child and the service has not be notified by an authorised person.

The following procedure will be applied:

Removal or Attempted removal of a child by a Non-authorised person	
Step 1	The Educator in charge will politely inform the non-authorised person that they are not authorised to collect the child. The child's enrolling parent/guardian will be contacted about the situation.
Step 2	If the person persists and is still considered a non-authorised person, the Service Director will be contacted and briefed on the situation. The person will be offered the use of the telephone to discuss the situation with the Director.
Step 3	If the person is persistent, the service Assistant Director, OSHC Coordinator or Responsible Person in Charge will contact the police.
Step 4	Staff will take all reasonable measures to prevent the child from being taken from the service and will also use delaying tactics to allow the police more time to arrive. The safety of children and staff is paramount in such a situation.
Step 5	If staff are unable to prevent the child from being taken, a staff member will, without risking danger, accompany the child to the car and note the make, model and registration number, a description of the person including their clothing, description of child's clothing and direction that they are heading in.
Step 6	Staff will immediately contact the police as well as the child's Parents/Guardian, the regulatory authority for child safety reporting and member of the Leadership Team.
Step 7	The incident will be documented and forwarded to the Leadership Team.