

Arrival and Departure Policy

To maintain the wishes of families as per their preferences submitted into the enrolment form. [Families who are separated cannot deny another parent access to the child at the Service unless there is a court order in place.]

National Quality Standard (NQS)

Quality Area 2: Children's Health and Safety		
2.1.1	Wellbeing and comfort	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	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

Children (Education and Care Services) National Law NSW	
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 children, staff members and families accessing the Service. 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.

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

- In order 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 will be reminded on departure to sign their child/children into the Service through the ipad.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in and out.
- Ipad for Sign in is 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 your child has arrived and is in the building.
- A child's medication needs or any other information should be passed on to one of your 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 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. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the Service.

Departure

- Parents are to advise their child's educator if someone different is picking up their child, or via the phone on 0448986041. This person is to be named on the enrolment form or added in writing to Management 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 Service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor.
- 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.
- Parents are requested to arrive to collect their child/children by 6.00pm.
- 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.
- 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, 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 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.
- Parents are asked to notify the program if their child will not be attending the program just leave a message on the OSHC phone 0448986041.

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. 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 Service upon closing, it is best practice to ensure a minimum of two Educators are present. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$15 per 10

minute block and \$1.00 per minute after will be charged (e.g. if you are 5 minutes late you will be charged for a 10 minute block. If you are 20 minutes late you will be charged for one 10 minute blocks and \$10.00 for every other minute extra)

- Families are required to plan their day in order to ensure they are at the OSHC Service prior to closing time. We ask families to endeavor to collect their children before closing time allowing educators time to lock up the Service and leave Bayswater West Primary School by 6.00pm.
- If the family has not contacted the Service and the child has not been collected by 6:00pm, the Coordinator will attempt to telephone the parent/guardian or if this is not possible telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.
- When the parent/guardian or emergency contact person arrives to collect the child they will be required to complete and sign a Late Collection Form, which indicates the time and confirms their understanding that a late fee will be charged.
- 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 licensing and insurance purposes, if by 6pm 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.

Where families are continually late to collect children, the following process will be followed to address continuing issues.

- When a family is continually and regularly late arriving at the Service to collect their child, the Coordinator will discuss other collection arrangement and child care options with the family.
- On the next late collection within 2 weeks of the first incident, a letter will be sent to the family advising them that another late collection of their child will result in cancellation of their place at the Service.
 - The Coordinator will speak with the parent to alert them to the grievance process, and to discuss any difficulties the parent is experiencing in collecting their child by closing time. Strategies for the parent to adhere to the Service's hours of operation, and the parent will be asked to give a commitment to implementing these strategies.
- If there is a further late collection within 2 weeks the family's enrolment will be cancelled.

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

Review

Policy Reviewed	Modifications	Next Review Date
January 2019	Regulation amendments have been incorporated	January 2020
October 2018	Updated the references to comply with revised National Quality Standard	September 2020
January 2019	<ul style="list-style-type: none"> - Minor changes made to support compliance - Related policy section added 	January 2020