

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. The centre is required to have a copy of any court orders that are 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

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, via the online KIOSK system in the centre's foyer.

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 and out, via KIOSK system, by the person responsible for verifying the accuracy of the record. This will include the time and parent/guardian signature. Parents/guardians also need to advise staff who will be collecting the child/children.
- Families will be reminded to sign their child/children in and out of the Service.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in and out.
- The KIOSK application on room iPads is to be used to conduct a headcount of the children in the event of an emergency.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves/drops off. 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 accordance with our General Health Policy*)
- A locker or shelf space will be made available to children and their families. Lockers are labelled to nominate each child's locker.
- In the case of a separated family, either biological parent is able to add a contact in writing, via QK online enrolment system, 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 email the service and arrange an alternative person to pick up the child. A copy of this contact's photo identification is taken and will be added to the child's file as proof of collection.

Departure

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and in writing. Parents need to add authorised guardians to collect their child on the enrolment form via their QK Enrol online portal. A copy of this person's photo identification is taken upon collecting the child and will be added to the child's file.
- If educators cannot verify the person's identity they will not be able to release the child into that person's care.
- All children must be signed out by their parent or authorised person via the KIOSK system on the centre iPads available. If the parent or other person forgets to sign the child out they will be signed out by the Nominated Supervisor or Certified Supervisor on duty.
- 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 and collect their child/children by 6:15pm at the Nursery and After School Care campuses and by 6:30pm at the Preschool campus.
- In the case of a 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. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.
- ***Nursery and Preschool campuses only*** - 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 18 years to collect children from our Nursery or Preschool premises. All authorised guardians will be asked to show their photo identification upon collecting the child to confirm their identity and to ensure they are over 18 years of age. A copy of this person's photo identification is to be taken upon collecting the child and will be added to the child's file.
- ***Aftercare campus only*** - Nominated Supervisor 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 years to collect children from our Aftercare premises. All authorised guardians will be asked to show their photo identification upon collecting the child to confirm their identity and to ensure they are over 16 years of age. A copy of this person's photo identification is to be taken upon

collecting the child and will be added to the child's file. An *"Authorisation collection form of persons aged 16-18 years"* is needed to be completed by the child's parents for all authorised collectors between 16-18 years of age prior to the collection of the child. A copy of the person's photo identification, including their date of birth, is required along with this form. (Form at the end of this policy).

- If the person collecting the child appears to be intoxicated or under the influence of drugs and the educators feel that the person is unfit to responsibly take care for the child, the 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 whilst they are believed to be under the influence. Educators cannot prevent an alleged incapacitated parent from collecting a child but must put the child's safety first and consider their obligations under the relevant child protection laws.
- At the end of each day educators will check all cot rooms and the premises, including outdoors and indoors, to ensure that no child remains on the premises after the service closes.
- Children may need to leave the premises in the event of an emergency and the associated centre policy and procedure is to be followed at all times if this happens. E.g. fire evacuation or medical emergency.
- Children who are absent from the service that day will be recorded as absent by the Nominated Supervisor or the child's educators.

Visitors

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our Service must sign into the *Visitors Log* 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. If any person who is unknown to the staff has arrived to collect a child, staff must:

- Firstly, check children's records to ensure the person is authorised,
- Ask for photo identification to ensure they are who they say they are,

- If they are not known, or the parents have not informed us of this person collecting the child, contact the parents immediately to confirm arrangement. If staff cannot contact the parent(s), under no circumstances is the child permitted to leave the premises.

Late collection of children

- If there are children still present at the Service upon closing, two Educators must remain present until the child is collected for best practices.
- *Instruction to parents;* “Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child, two Educators must stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$50 per 15-minute block will be charged to your account (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.). *Cash will not be accepted to pay for the late fee.*
- 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 6:15pm for the Nursery and After School Care Campuses or 6:30pm for the Preschool, you will be contacted and the appropriate late fee will be applied. 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. If we are unable to get in contact with you or any of the authorised collectors for this child, the Department of Education and the local Police station (Balmain) will be contacted to notify them that the child has been abandoned and that alternate arrangements are needed to be made.
- A sign will be displayed at the Service notifying you of your child’s whereabouts. If this occurs we will be obliged to contact Family and Community Services and inform them of the situation.

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 2017	Regulation amendments have been incorporated	January 2018
October 2017	Updated the references to comply with revised National Quality Standard	September 2018
January 2018	<ul style="list-style-type: none"> - Minor changes made to support compliance - Related policy section added 	January 2019
July 2018	Added the implementation of new sign in/out system (KIOSK)	December 2019
March 2019	Added "Authorisation collection form of persons aged 16-18 years" for After School Care service only	December 2019

Authorisation collection form of persons aged 16-18 years

(only applicable to Balmain Care for Kids After School Care)

I,, Parent and/or Legal Guardian of
(Parent/Legal Guardian name) (Child's name)

give permission for to collect the child stated above from

(persons collecting between 16-18 years of age)

Balmain Care for Kids After School Care on their selected days of attendance and/or when required.

By signing this authorisation form I am acknowledging and agreeing that the person outlined above is between 16-18 years of age and that they are responsible enough to collect this child from Balmain Care for Kids After School Care.

This authorisation form is required to be submitted prior to the collection of the child (mentioned above) taking place and photo identification is required to prove the authorised collector's age is between 16-18 years of age and proof of their identity. A copy of this person's identification will be taken and stapled to this signed document and will be stored in the child's file.

This authorisation form is required to be resubmitted annually and is to be completed for each authorised person between 16-18 years of age and each child needing to be collected.

Parent/Legal Guardian signature:

Date: