



Conyngham Street
**Community
Children's Centre**
LEARNING TOGETHER, EVERY DAY.

Policy 2.2

Arrival and Departure

Arrival and departure times are planned to promote a smooth transition between home and our Centre. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being. To ensure the health and safety of children at our Service 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 out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

To maintain the wishes of families as per the individual 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.
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EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
99	Children leaving the education and care service premises
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day to day charge and nominated supervisors to have child protection training

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Infectious Diseases Policy Coronavirus (COVID-19) Management Policy	Orientation & Enrolment Policy Handwashing Procedure Privacy and Confidentiality Policy Sick Children Policy Work Health and Safety Policy Emergency Evacuation Policy
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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.

As part of our Risk Management process, our Service *may* introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk 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 and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

ARRIVALS

Our Service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable.

- any person visiting our Service- including families 'dropping off' children, must not have
 - been in *close contact* with anyone with a positive COVID-19 diagnosis in the past 14 days
 - returned from a state or territory where self-isolation border measures are in place
- any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath **should not attend our Centre under any circumstance.**
- Hand sanitiser should be used on arrival and departure.
- due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with any educators or service staff may be limited and physical distancing will be adhered to at all times between adults.
- should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible.
- 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. This will include the time and parent signature.
- Families will be reminded on departure to sign their child/children into the Service.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor or responsible person 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 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.
- A locker or shelf space will be made available to children and their families. Each room has a different system for allocation of lockers.
- 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.

DEPARTURE

- Parents are to advise the Centre in writing if someone not on the collection list is picking up their child.
- In the case of an emergency where the parent or another authorised person is unable to pick up, the parent or person responsible for the child, may telephone the Centre and arrange an alternative person to pick up the child.
Photo identification must be sighted before the child is released. 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 or responsible person.
- 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.
- Children will need to be signed out on the same sheet as they were signed in.
- Parents are requested to arrive and ready to collect their child/children by **5.50pm**.
- 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. For the protection of the children and educators, parents are asked not to give our front door key fob to anyone other than those absolutely necessary.
- 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 all beds 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.

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.
- to minimise the risk of exposure to COVID-19, our service may restrict the number of visitors to our service including students on work placements, volunteers, additional family members, delivery of goods or contractors
- all visitors must sanitise their hands upon arrival and departure of the Centre

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 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

SOURCE

Australian Children's Education & Care Quality Authority. (2014).
Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia.* (2009)
Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC)* Early Childhood Australia Code of Ethics. (2016).
Education and Care Services National Law Act 2010. (Amended 2018).
[Education and Care Services National Regulations.](#) (2011)
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
Guide to the National Quality Framework. (2018). (Amended 2020).
National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services.* (5th Ed.).
Revised National Quality Standard. (2018).
Safe Work Australia (2020)

Review

Policy Reviewed	Modifications	Next Review Date
May 2018	Regulation amendments have been incorporated	May 2021
April 2020	Updated to include risk mitigation measures for arrival and departure due to COVID-19. Additional hygiene procedures added re: hand sanitising checked sources.	May 2022