



## 6.06 Arrival and Departure Policy

### POLICY STATEMENT

---

To ensure that children are at all times safe and accounted for throughout the routine of delivering and collecting children from the service.

### AIM

---

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 (QK Kiosk) will be used to determine who is present at the service in case of emergencies. This policy applies to children, families, staff, management and visitors of the Service.

### STANDARDS AND PROCEDURES

---

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

#### Arrival

- 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 dropping them at the service. Saying goodbye helps 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.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in and out.
- Sign in and out will be recorded on the QK Kiosk located next to each room entry.
- 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 can 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) may telephone the service and arrange an alternative person to pick up the child. This will need to be emailed to the service to have written authorisation.

### Departure

- Parents are to advise their child's educator if someone different is picking up their child, verbally and this is to be written in the educator's communication diary. This person is to be named on the enrolment form or added in writing 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.
- Children will need to be signed out on the same sheet as they were signed in.
- Parents are requested to arrive to collect their child/children by 6.00pm.
- 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 with authorisation to collect the child.
- 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.

### 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, notify the service and arrange 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 collect your child.

- Due to licensing and insurance purposes, if by 6pm neither you nor any of your authorised contacts are available or contactable and you have not contacted the centre, the relevant authorities will be contacted.
- 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.

#### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

---

##### Children (Education and Care Services) National Law NSW

- 99 - Delivery and collection of children

#### SOURCE LIST

---

This section contains websites, industry bodies, or Legislation that have been used to assist in sourcing the information for this policy. It also acts as a guide to sourcing further reading on each relevant policy.

- [Australian Children's Education & Care Quality Authority](#)
- [Early Childhood Australia - Code of Ethics](#)
- [Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011](#)
- [Guide to the National Quality Standard](#)
- [Revised National Quality Standard](#)

#### RELATED POLICIES

---

- 6.01 Enrolment Policy
- 6.05 Orientation of families Policy

#### POLICY REVIEW

---

The review schedule has been developed using a risk assessment methodology with consideration given to sector, industry, and legislative changes.

Date reviewed	Policy changed		Modifications	Next Review Date
May 2018	Yes	No	None	September 2019