

ARRIVAL AND DEPARTURE POLICY

Arrival and departure times are planned to promote a smooth transition between home and our Service for before and after school care, and vacation care. 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 is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

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	
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 and family day care educator
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 Policy Control of Infectious Diseases Policy Coronavirus (COVID-19) Management Policy Emergency Evacuation Policy	Enrolment Policy Handwashing Policy Orientation of New Families Policy Privacy and Confidentiality Policy Sick Children Policy Termination of Enrolment Policy Work Health and Safety Policy
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PURPOSE

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

SCOPE

This policy applies to children, families, staff, management, and visitors of the OSHC Service.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the health, 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.

ARRIVAL AT SERVICE

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

- any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our Service under any circumstance. (Any person displaying these symptoms should be tested for COVID-19 by visiting a free respiratory clinic or contacting their GP.)
- parents and visitors are currently NOT permitted to enter our Service unless this is prearranged with the Approved Provider/Nominate Supervisor (collection of a sick child; interview for enrolment)
- a designated area for drop off/ pick up will be clearly indicated
- signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres)
- children will be welcomed outside our Service by an educator and a non-contact device used to sign their child into the Service or parents are asked to bring their own pen to sign their child into the service
- the device will be disinfected between use
- all children need to be signed in by an authorised person. Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the signature of the person dropping off the child
- children are required to wash their hands upon arrival or use the hand sanitiser provided
- the parent/authorised nominee must also advise staff who will be collecting the child/children
- families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
- should families forget to sign their child/children in, National Regulations require the Nominated Supervisor to sign the child in
- sign in sheets are to be used as a record 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 the child has arrived and is in the building.
- a child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child
- the educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach
- 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 dropping them off

- 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 Nominated Supervisor stating that one parent has sole custody and responsibility.

DELIVERY TO SCHOOL

Educators and staff will ensure:

- all children and adults wash their hands as per our *Handwashing Policy* prior to leaving the service
- children will be signed out of the OSHC Service and escorted to the designated before-school play area where the teacher on playground duty will be advised of their arrival
- social distancing requirements between adults will be adhered to
- all Kindergarten children and children with additional needs (as required) will then be escorted to their classroom and supported as required to put their bag away and prepare for the day (lunches, homework etc. in the designated place)
- children will not be escorted to school until a teacher is on playground duty

COLLECTION FROM SCHOOL

- an educator will collect all Kindergarten children and children with additional needs (as required) from their classroom and advise the classroom teacher/s that they have been collected, before escorting them to the Service and signing them in
- children in first to sixth grade will make their way to the designated collection point and be signed in by educators
- the educator/s collecting children from school classrooms will carry a mobile phone and a copy of the children's emergency contact details
- all children will be required to wash their hands upon arrival into the Service
- 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. This contact must then be confirmed in writing to the Service.

ABSENT OR MISSING CHILDREN

- parents must advise Service staff as early as possible of their child/children's absence from school
- if a child has not arrived at the Service and the parent has not contacted the Service to advise of the child/children's absence 15 minutes prior to children being escorted to school, an educator will contact the parent to clarify and confirm the situation

- if a child is collected from the school early due to illness or other reasons the parent must notify the Service, using the Xap smile app, Xap guardian portal, or the Service's telephone message bank if the Service is unattended
- A non-notification fee of \$5 will be automatically charged to a family's account where the family has failed to notify the service of the child's absence.

If a child does not arrive at the Service at the expected time an educator will:

- ask children in the school playground if they have seen the child or know where he/she is (phone parents to confirm if children say the child left school early)
- ask the child's teacher and/or office staff if they know of the child's whereabouts
- ring the child's parent/s to enquire if they know of their child's whereabouts
- if parents believe the child should be at school, educators will search the school classrooms and premises with the assistance and permission of classroom teachers and any available authorised persons
- the educator will immediately contact the school principal or delegate
- if the child cannot be found during this search, the child must be considered missing.
- *if the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know.*

MISSING CHILDREN

If a child is considered missing, an educator or staff member will:

- Contact the police by dialling **000**
- Contact the child's parents
- Contact the school to inform them of the missing child
- Ensure that other children remain appropriately supervised
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident

DEPARTURE FROM SERVICE

- consideration should be given for outdoor programs each afternoon to allow families to pick up children outside due to COVID-19 physical distancing requirements and hygiene procedures
- parents are to advise their child's educator if someone different is picking up their child. This person is to be named on the enrolment form or added in writing to nominated supervisor as an authorised nominee for the child.

- photo identification must be sighted by a Primary Contact Educator before the child is released. If the Primary Contact Educator is unable to identify the person. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- all children must be signed out by their parent (or a person authorised by the parent-authorised nominee) when the child is collected from our Service. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor/Educator
- tablets used to sign children out of the service must be disinfected between use/ pens must be wiped with a disinfectant wipe between uses or parents are requested to use their own pen
- educators must use hand sanitiser between child collections
- in the case of an emergency, where the parent or a previously authorised nominee 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.
- parents are requested to arrive to collect their child/children by the centre's close time.
- 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
- in the case of a particular person (including a biological parent) being denied access to a child, the service requires a written notice (court order) from a court of law.
 - educators will attempt to prevent that person from entering the service and taking the child; however, the safety of other children and educators must be considered
 - educators will not be expected to physically prevent any person from leaving the service
 - in such cases, the parent with custody will be contacted along with the local police and appropriate authorities
 - where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service
 - a court order overrules any requests made by parents to adapt or make changes
- in the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- 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 without approval from management.
- 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, without the child being present if possible, and
 - suggest they contact another parent or authorised nominee to collect the child
 - follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - if an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Record*).
- at the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds 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 as outlined in our *Emergency Evacuation Policy*.
 - details of absences during the day will be recorded.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of Vacation Care, policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service*.

VISITORS

- to ensure we can meet Work Health and Safety requirements and ensure a child safe environment, 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
- signage will clearly indicate who is permitted to enter the service
- signage will alert all adults to adhere to physical distancing requirements
- all visitors must adhere to our *Handwashing Policy* and wash their hands upon arrival and departure of the service

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 remain until all children are collected.
- 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 have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$15 per 15 minutes or part thereof will be charged (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.)”*.
- if parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child
- if they have not arrived by the Service’s closing time the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child
- due to licensing and insurance purposes, if by the Service’s closing time, neither the parent or any of the authorised contacts are available or contactable, the Service may need to contact the police and other relevant authorities
- if the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child’s whereabouts. If this occurs, the Service will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- where families are continually late to collect children, a *Late Collection of Children letter* will be presented to parents/guardians
- should this non-compliance continue, the service reserves the right to terminate a child’s enrolment.

SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

Australian Government Department of Education Skills and Employment. *My Time, Our Place. Framework for School Aged Care in Australia*. (2011).

Australian Government Department of Health *Australian Health Protection Principal Committee* (AHPPC) Early Childhood Australia Code of Ethics. (2016).

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Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard. (2020).

National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early childhood education and care services*.

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

