

ARRIVAL AND DEPARTURE POLICY

Under the *Education and Care Services National Regulations* the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

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

86	Notification to parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102C	Conduct of risk assessment for transporting children by education and care service
102D	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
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
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
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
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises

RELATED POLICIES

Acceptance and Refusal Authorisation Policy	Enrolment Policy
Administration of Medication Policy	Incident, Injury, Trauma and Illness Policy
Child Protection Policy	Handwashing Policy
Child Safe Environment Policy	Orientation of New Families Policy
Code of Conduct Policy	Privacy and Confidentiality Policy
Control of Infectious Diseases Policy	Safe Transportation Policy
Coronavirus (COVID-19) Management Policy	Sick Children Policy
Emergency Evacuation Policy	Termination of Enrolment Policy
	Work Health and Safety Policy

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.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL ENSURE:

- adequate supervision is provided when children arrive and depart the service premises
- relevant educator to child ratios are adhered to at all times
- accurate attendance records are kept
- children only leave the education and care premises in the care of a parent or authorised person or in accordance with written authorisation as per Regulation 99

- enrolment records are kept for each child enrolled in the Service including the name, address and contact details of
 - any emergency contacts
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication
 - any person authorised to give permission to the educator to take the child off the premises
 - any person who is authorised to authorize the education and care service to transport the child or arrange transportation
 - details of any court order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings
 - authorisations for the service to take the child on regular transportation
 - any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- all new educators and staff are provided with an induction to the Service including an understanding of this policy
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

ARRIVAL AT SERVICE

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

- 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 attendance record. Information required on the register includes the child's name, the date and 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 OSHC 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 or an educator to sign the child in
- sign in sheets/attendance records 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 OSHC Service
- children will be signed out of the OSHC Service and sent to their classrooms
- social distancing requirements between adults will be adhered to

COLLECTION FROM SCHOOL

- children in Prep to sixth grade will make their way to the designated collection point and be signed in by educators
- 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 the OSHC Service staff as early as possible of their child/children's absence from school
- if a child has not arrived at the OSHC Service and the parent has not contacted the service to advise of the child's absence
- 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 OSHC Service, using the service's telephone message bank if the service is unattended
- if a child does not arrive at the OSHC 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 waiting to be transported to the Service remain appropriately supervised
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident

DEPARTURE FROM OSHC SERVICE

- Children may only leave the OSHC Service premises if the child leaves:
 - in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - taken on an excursion or on transportation provided or arranged by the OSHC Service with the written authorisation of the child's parent or authorised nominee; or
 - given into the care of a person or taken outside the premises; or
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency (evacuation due to bush fire, flood)
- in the case of an emergency, where the parent/guardian 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. This contact must then be confirmed in writing to the Service (email, text, or letter).
- parents/guardians are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to Management as an authorised nominee for the child.
- photo identification must be sighted by a Primary Contact Educator 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, 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-authorized nominee) when the child is collected from our Service including each child's name, date and time they depart. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor or educator.
- parents/guardians are requested to arrive to collect their child/children by 6.00pm
- 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 OSHC 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 18 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, 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, 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 OSHC Service
- signage will alert all adults to adhere to physical distancing requirements
- all visitors must adhere to our *Handwashing Policy* and use sanitiser provided upon arrival and departure of the OSHC Service

LATE COLLECTION OF CHILDREN

- if there are children still present at the OSHC 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 \$10 will be charged (e.g., if you are late you will be charged \$1 per minute after 6.00pm*
- 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 6:00pm 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 6pm 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 Children's Education & Care Quality Authority (ACECQA). 2020. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services*.

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).

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 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)

REVIEW

POLICY REVIEWED BY	Kylie Holmes	Educational Leader	28/2/2022
POLICY REVIEWED	OCTOBER 2021/JAN 2022	NEXT REVIEW DATE	JANUARY 2023
MODIFICATIONS	<ul style="list-style-type: none"> • Policy reviewed to align with Policy Guidelines from ACECQA August 2021 • Additional section added for Approved Provider/Nominated Supervisor/Responsible Person roles • minor edits to reflect changes to ECEC services re: COVID-19- statements in red must be contextualised to each OSHC service. • Policy reviewed Jan 2022 as part of annual review. 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE

JANUARY 2021	<ul style="list-style-type: none"> • review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in red may be adjusted to suit individual services in each state/territory • sources checked for currency • minor editing 	JANUARY 2022
JUNE 2020	<ul style="list-style-type: none"> • addition to introduction of policy • updated to include risk mitigation measures for arrival and departure due to COVID-19 • additional hygiene procedures added- re handwashing • additional related policies 	JANUARY 2021
JANUARY 2020	<ul style="list-style-type: none"> • Additional relevant regulations added • Related policies updated • Late Collection information added and reworded • Sources checked for currency 	JANUARY 2021
JANUARY 2019	<ul style="list-style-type: none"> • Introductory statement added • Additional information added to points. • Duplicated information deleted. • Rearranged the order of points for better flow • Points added (Highlighted). • Sources/references alphabetised. 	JANUARY 2020
JANUARY 2018	<ul style="list-style-type: none"> • Minor changes made to support compliance • Related policy section added 	JANUARY 2019