

***Rationale/Aim:***

Practical and well-planned procedures for arrival and departure will:

- ensure the safe arrival and departure of children, confirming their absence or presence at the service
- promote a smooth transition between Preschool and home
- promote positive interactions with the Preschool community
- ensure the completion of statutory documentation.

***Relevant Legislation/Related Documents/References:***

- Education & Care Services National Regulations 2014, Regulation 99, 158,168(2)(f)
- National Quality Standard, Element 2.3.2
- Children (Education and Care Services National Law Application) Act 2010 Section 165, 167
- Community Child Care Co-Operative [www.ccccnsw.org.au](http://www.ccccnsw.org.au)
- Childcare Centre Desktop [www.childcarecentredesktop.com](http://www.childcarecentredesktop.com)

***Procedures/Strategies:***

All children must be signed in on arrival and out on departure each day. The sign-in/out sheets maintain a record of attendance, transfer responsibility for the child between the family and the Educator and account for children in the case of an emergency. They will contain:

1. the full name of each child attending
2. their arrival and departure times
3. the full signature (not initials) of the family member/delegated authority who delivers and collects the child.

Each day the child will be signed out on the same sheet that they were signed in on.

Two educators must check the premises at the end of each day to make sure that there are no children remaining. One of these educators must be a *responsible person*. They will also check that all children have been signed out, or that arrangements are made for the family to complete the record at the next available opportunity. The educators will then sign the sign in/out sheets to indicate that they have done this check.

**Setting Down & Picking Up of Children**

- Sessions start at 8.30am and finish at 4.00pm Monday to Friday. Before school care is available between 8-8.30am Monday to Friday. Details can be found in 4.7 Fee Policy.
- Each child is to be sighted by an educator before the person delivering the child leaves.
- Each child is greeted by a staff member on arrival and is given the chance to say goodbye to the person delivering them.
- Parents are advised to collect their child at least 15 mins prior to the set collection time to allow time for them to speak to the educator and still ensure that the educator has time to continue with their closure duties.

- Educators are expected to act on their duty of care and refuse the collection of a child from the premises if the authorised person collecting does not seem sufficiently mature, appears too ill or is affected by alcohol or drugs impeding their ability to safely care for the child. In such a case the determination will be at the educator's discretion, based on the individual case and circumstances. The educator may seek the input of other senior workers where available.

### **Late Collection**

- Parents will be required to inform staff of the approximate time that you expect to collect your child.
- If a family becomes aware that they will be unable to collect their child on time they are required to inform the Preschool as soon as possible. Families may be able to organise alternate collection.
- If a child remains at the Preschool 5mins outside their expected collection time without notification from the family, the staff will endeavour to contact the family. If this is not successful, the alternate authorised persons on the enrolment form will be contacted.
- If the Preschool is open and providing care then fees, including the failure to notify fee, will be charged for any extra hours of care required for the child. The family may be exempt from the failure to notify fee so long as staff are available to provide the care at short notice.
- Due to licensing and insurance purposes, if by close of business (5.30pm) no family or authorised contacts have been available to collect a child, then the local police may be called to take the child to the police station for the family to collect. If 2 staff are no longer at the premises a sign will be left on the gate to notify you of your child's whereabouts. In this case a report to FACS/DoCS may have to be made.

### **Authority to Collect**

Parents should ensure that children are brought to and collected from preschool by a responsible person. All persons who have authority to collect the child will be noted on that child's enrolment form.

Children may only leave the preschool with:

1. a parent, except where a court order which denies the parent access to the child has been provided to the service.
2. an authorised nominee. Either biological parent is able to add a contact in writing, unless a court order stating that one parent has sole custody and responsibility is provided to the service.
3. an authorised delegate as a part of an excursion or because the child needs medical care.
4. bus drivers or the preschool bus carer, so long as the appropriate permission form has been signed by the parent.
5. in an emergency (where a parent or authorised person is not able to collect the child) an alternative person named by the parent or an authorised person. The instruction can be written or verbal and must be given to an educator or to the clerical worker. If the permission is written it must be signed by an authorised person. If the permission is given verbally it must be witnessed by a second educator or the clerical worker, e.g. via speaker phone, and a written record must be made. The alternate person must provide photo ID, which will be either photocopied or sighted by 2 staff members, when collecting the child. If that person does not have photo ID then they must be able to relay to 2 staff members, a password given to them and the preschool clerical/educator, by the authorised person. Written records and photocopied ID's must be attached to the child's enrolment form.

The child will not be released unless the above rules are adhered to. Under no circumstances will a child be released to any person who has a court order which prohibits them from having contact.

**It is the family's responsibility to notify staff:**

- Either verbally or in writing if someone other than a known authorised adult is picking up their child or completing documentation. This person needs to be noted on the child's enrolment form as an authorised person.
- If there is a change in time of arrival or departure for their child.
- When the child will be absent e.g. sick or on holidays.
- If there are any changes relevant to the child such as illness, allergy, medication and/or routine.
- If custody or access arrangements have been changed.
- If address or phone number have been changed, at home or at work.
- When leaving their child at the centre.
- When taking their child from the centre.

**It is the staff responsibility to ensure that:**

- Families are informed during orientation that all children need to be signed in and out as a part of regulatory and funding obligations.
- Families are informed during orientation that all children need to be signed in on arrival and out on departure as the attendance sheets will be used for emergency evacuations.
- They remind families that all children need to be signed in and out.
- Ensure the environment is welcoming for children settling into care. Changes to the environment will be discussed with the children and families to promote feelings of security.
- When a child arrives at the premises they receive them. Children and families will be welcomed which will give an opportunity to discuss any issues which may impact on the child while in care that day. Educator's job description will state this. Where a child has not been signed in a staff member will note that the child is in attendance and the family will be reminded to complete the record as soon as possible.
- Support the child to participate in an activity, assist the child and parent with separation and say goodbye.
- They provide continuity of care for the child throughout the day.
- Families/authorised persons are welcomed at the end of each day. Staff will communicate with that person in regards to the child's day, important messages such as accident reports, medication needs and changes to routine.
- Any person who collects a child is duly authorised to do so.
- No child is withheld from an authorised person or biological parent named on the child's enrolment form, unless a current court order is on file at the service.
- Two staff members verify that each child has been signed out of the centre. If a child is not signed out, the two staff members will check all areas of the premises (indoors and out), to ensure that no child remains. Job descriptions will note this duty.

**State School Bus Travel**

The parent is responsible for arranging, with the bus company, for their child to travel to/from preschool by school bus. Arrangements must be made between the parent and the bus company about bringing to and collecting the child from preschool. The bus driver must be responsible for signing the child in and out of the Preschool. The parent must sign a bus form allowing the bus driver to collect their child.

**Community Transport/Preschool Bus**

The Community Transport/Preschool Bus is available for children who have difficulty accessing Preschool. This bus only provides a service within the Gunnedah town limits. Application for transport does not guarantee a position on the bus. Regulations require us to provide transport for the most needy. A member of staff accompanies the children on the bus and requires the parent/authorised person to sign the child in as they collect

them from their pickup point and out when they are returned to their drop-off point. The parent must sign a preschool bus form to access this service.

**Court Orders**

In the case of a particular person being denied access to a child/children, the Preschool requires a written notice from a Court of Law. Staff will attempt to prevent that person from entering the Preschool and taking the child, however the safety of the staff and the other children is paramount. Staff will not be expected to physically prevent any person from entering or leaving the Preschool. In this case the parent, local police and Community Services will be contacted. The court order overrules any requests made by parents to adapt or make changes.

**Evaluation:** Arrival and departure is a harmonious time where families can safely deliver and collect their children from the Preschool. Parents are able to openly communicate, build relationships and interact within the environment while delivering and collecting their child.

**Endorsement:**

Policy signed: .....

Date: .....

Name: .....

Position: .....

**Review:** October 2019