

Arrival and Departure Policy

RATIONALE

KAZ Early Learning Centre has a responsibility to families and children to ensure the safety and wellbeing of each child on arrival to and departure from the service. As there are a number of potential risks when a child is delivered to and collected from any service, it is essential that staff/educators and families follow the correct safety procedures for arrival and departure of children at KAZ Early Learning Centre.

KAZ Early Learning Centre acknowledges the importance of the child/family bond and will ensure parents/guardians have access to their children when required.

AIMS

To ensure a safe environment and procedures for the arrival and departure of children to and from KAZ Early Learning Centre.

To establish a partnership between families and the service to ensure the safe arrival and departures of children procedures are understood and continually implemented.

PROCEDURE

KAZ Early Learning Centre is not permitted, by law, to care for children outside the service's license hours. Therefore children will not be allowed to enter the premises prior to the license opening time and must be collected and leave the premises by the license close time.

On arrival and departure the custodial parent/guardian or authorised nominee responsible for bringing and collecting the child must sign the '*Daily Sign in/ Sign Out Sheet*' provided, stating the time the child was dropped off and picked up from the Service and signature of the person delivering and/or collecting the child. Signing in and out of children on the attendance sheet is a legislative requirement to ensure the safety of children attending the service. It is also a Federal Government requirement, to be entitled to claim Child Care Benefit (CCB) a child's attendance must be accurately recorded stating the hour of care and signature of person responsible for the delivering and collecting of the child. The responsible person on duty will review the Sign In and Out Sheet. Where a parent/guardian, authorised persons have not signed in an educator/staff member will note that the child is in attendance. Families will be reminded to complete this record.

When a child arrives at the service, the person delivering the child must take the child to a primary educator in the playroom or outdoor environment. Children are not to be left with any other person such as administrative staff, students, volunteers or cook.

When collecting a child, the person must notify a primary educator that they will be taking the child from the service. Educators/Staff will ensure that the person collecting the child is a person authorised on the child's record file. (Refer below to *Authorised persons other than the child's custodial parents/guardians*) When entering and leaving the service, parent/guardian, educators/staff and visitors must ensure that all gates and doors are securely closed to prevent children from accessing unsupervised areas and/or leaving the premises.

If a parent/guardian or visitor finds a child in an unsupervised area of the service they should move the child to safety and inform staff immediately.

The Responsible Person on Duty will ensure the premises are secure at all times by regularly checking throughout the day that all gates and doors leading outside the premises are locked. A visitor's book will be completed signed by all persons visiting the service, such as contractors, entertainers and representatives of government agencies.

Main entry doors to service must be secured at all times to ensure that no unauthorised persons gain access to the service without permission. All parents/guardians and visitors should enter and exit through the main entrance.

Access

Should a parent/guardian require contact with their child at any time during care hours, staff will allow children to speak to their parent/guardian on the telephone or on the premises of the service. The child can only be removed from the service by an authorised person and must be 'signed out' of the service.

Parents/guardians are invited to talk to staff about their child at any mutually convenient time.

Video monitoring used at the entrance to the service is for security purposes.

Video monitoring used within service cannot be viewed remotely and will not be displayed outside the service. Parents/guardians who do not wish their child to be photographed or videoed will indicate this to staff on enrolment.

Authorised persons other than the child's custodial parents/guardians

A child may only leave the premises of the service under any of the following circumstances:

- a parent or authorised nominee collects the child (this does not include a parent who is prohibited by a court order from having contact)
- a parent or authorised nominee provides written authorisation for the child to leave the premises
- a parent or authorised nominee provides written authorisation for the child to attend an excursion
- the child requires medical, hospital or ambulance treatment, or there is another emergency

KAZ Early Learning Centre will not accept telephone instructions requesting a person not authorised in writing to collect a child from the service. Custodial parents/ guardians are required to inform the service in **writing** of any person authorised to collect their child from the service. When the child begins care custodial parents/ guardians complete the *Authority to Collect* section on the *Enrolment* Form consenting to these people, collecting their child. Changes can be made to this arrangement at any time by updating the enrolment form.

If a parent/guardian requires a person who is not nominated on the enrolment form to collect their child on a 'one off' occasion a *Collection of Child Temporary Authorisation* Form must be completed.

It is at the Nominated Supervisor's discretion to refuse an authorised person to collect a child from the service if they feel the child's safety will be jeopardised. If this situation occurs the parent/guardian will be contacted immediately and asked to collect the child.

Educators/Staff must confirm all persons collecting children from the service are authorised by the custodial parent/guardian on the child's enrolment form. If the person is unknown to educators/staff the person is required to verify their identity by producing photo identification that states the person's full name and address. Educators/Staff will check these details against those provided by the parent/guardian. Educators/Staff will contact the parent/s by telephone if they are in doubt of whether a person is authorised to collect the child.

Court Orders

Parent/guardians are required to provide the service with all court orders that forbid any person from having contact or access with the child. Educators/Staff will ensure that they adhere to all court orders. If a person that is indicated in court orders attempts contact with or access to the child while in care, educators/staff will contact the custodial parents/guardians and the police.

Educators/Staff are unable to refuse a parent access to their child without a current court order.

Collection of Children by Persons under 18 years of age

KAZ Early Learning Service requires that persons, other than the parents/guardians, collecting the child must be over the age of 18 years. In cases where parents wish for someone other than those over 18 years to collect the child parents must complete an *Authority for Persons under 18 years to Collect* Form. In signing this form parents accept responsibility for the safety and wellbeing of the child to be released from the service to a person less than 18 years. Any person under the age of 16 years cannot collect children from the service.

The Nominated Supervisor has the discretion not to comply with a parent's request for persons less than 18 years to collect a child if he/she feels the sibling is not of a mature and responsible nature.

Service Closure Procedure

Each evening, when all children have left the service, 2 primary educators will complete the *Service Closure Checklist*, ensuring the Service is secure and that all children have left the premises. The checklist includes a requirement for educators to check the sign out sheet for the day and list of any children who have not been signed out of the service. If a child has not been signed out of the service, and educators/staff do not recall seeing the parent/guardian collect the child, educators/staff will telephone the parent/guardian and ask "Is your child with you? – you did not sign him out and we need to check he is with you". When all children have been accounted for, educators/staff sign the *Service Closure Checklist* and lock the service.

A sign is displayed at the entrance with the Managers after hours contact number for emergency purposes. Should a parent/guardian believe their child has not been collected from the Service (e.g. when he/she was collected by another authorised collection person), they are able to call the emergency number and the Manager will communicate to the parent/guardian who collected their child and at what time.

Children not collected by the service's licensed closing time.

KAZ Early Learning Centre is not permitted by law, to care for children outside the service's license hours. In the event of a child not being collected by the licensed closing time, a late fee will be charged to the parent. Also, if the child is not collected within 10 minutes of the license closure time the educators/staff will follow KAZ Early Learning Centre's *Late Collection of Children* policy and procedures. This may result in the child being collected from the Service by the police.

Families

Families/family member or authorised nominee will:

1. Sign each child in and out of the service upon arrival and at the time of departure, on the Sign in/Out sheet with a full signature.
2. Remain responsible for their child whilst they are on the education and care premises.

The responsible person will:

1. On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that sign on sheets will be used for emergency evacuations and need to be completed by families both on arrival and on departure from the service.
2. Develop and display rosters to provide for continuity of care for the families and children throughout the day.

Educators and staff will:

1. Set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting.
2. Greet families and find out about the child's needs for the day.
3. Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.
4. Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.

Families/family member or delegated authority will:

Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child.

Evaluation

Arrival and departure times encourage families to interact in the environment, build relationships, open communication networks and ensure the safety of children when being delivered and collected from the service.

KAZ Early Learning Centre Related Policies and Procedures:

Child Protection Policy

Late Collection of Children Policy

Enrolment and Orientation Policy

Appendices:

Enrolment Form and Agreement

Change of Details Form

Collection of Child Temporary Authorisation Form

Authority for Persons under 18 years to Collect Form

Legislation:

Children Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval)

Family Assistance Law

Sources:

www.cccnsw.org.au

REVIEW

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties