



Arrivals and Departure

Review Date: 18/12/2018

Introduction

This policy relates to the arrival and departure of children within the education and care setting.

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the education and care setting and the completion of statutory documentation.

Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records and confirms children's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody.

Goals – What are we going to do?

The education and care setting will:

- Ensure the safe and documented arrival and departure of children at the education and care setting;
- Support children in settling into the service each day and experience quality education and care through continuity of educators, positive interactions within the community of the service.

Strategies - How will it be done?

1. A record of attendance, kept at the centre, includes full name of each child attending, arrival and departure times, signature of the person who delivers and collects the child or the nominated supervisor or educator.

Responsibility of:

Approved provider or delegated authority.

2. A child will leave the centre only with a parent, authorised nominee, an authorised delegate as a part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)

Responsibility of:

Approved provider or delegated authority.

In addition to these records the responsible person will:

1. Review the Sign In and Out Sheet. Where parents or authorised persons have not signed in a staff member will note that the child is in attendance. Families will be reminded to complete this record.
2. Ensure that two staff members verify all children have been signed out of the centre. If a child is not signed out educators/ staff members will check all areas of the centre to ensure no child remains. This will be confirmed via the Statement on the Sign In/ Out Sheet.
3. Request an "Authorised Nominee" (in writing or over the phone) from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.
4. Allow a child to leave the centre only with an authorised person (15 years or over). If an educator has concerns about the person's ability to care for the child, they will refer to the Responsible Person for guidance.

Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service.

Educators will exercise their duty of care based upon individual circumstances.

Refer to: - Child Protection Policy
- Acceptance and Refusal of Authority Policy

It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances

Families/family member or delegated authority will:

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

Arrival and departure - the experience for the child and family

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. Ensure continuity of care for the families and children throughout the day in relation to supervision by educators.

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.
5. Ensure for children's safety during pick up time. Children will be encouraged to stay inside until signed out by an "Authorised Nominee".

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.

Statutory Legislation & Considerations

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations 2011

Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000

Family Assistance Law

Sources

Department of Education, Employment and Workplace Relations – www.deewr.gov.au

Community Childcare Cooperative sample policies – www.ccccnsw.org.au

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.

Adopted by the Management Committee

Signed by: Naomi Simpson, President

Date Signed: 18/12/2016

REVIEW DATE: 18/12/2018

Arrivals and Departure Policy



APPENDIX

The Attendance Register is a legal document. Parents must sign children in and out for recording the time of arrival/departure accurately and honestly.

Evans Head Centre

**Jellums (Alternate Mon/Tues/Wed)
5 day fortnight**

9:00am to 3:00pm

Extended hours are available from 8:00am to 9:00am and 3:00pm to 4:00pm on request.

**Bing Gings (Thur/Fri)
2 day week**

8:30am to 4:00pm

Extended hours are available from 8:00am to 8:30am on request.

Woodburn Centre

Any 2 days per week (15 hours)

8:30am to 4:00pm

Extended hours are available from 8:00am to 8:30am on request.

Extended Hours of Operation [8:00am to 4:00pm]

Parents are requested to book their child in for extended hours in advance.

Staff are only employed from 8:00am to 4:00pm.

Children will not be accepted before 8:00am when we are legally licensed to care for children.

Extended hours care is billed as two separate time slots. Parents may choose to utilise either time slot, both or neither, on a permanent or casual basis, depending upon need.

Late Pickup Fee

Rationale:

Children can feel anxious when they are not collected in a timely manner. There is also a negative effect upon educators' morale and welfare when families do not respect their boundaries and their right to finish work on time after a long day.

In a small town, educators can be asked to perform favours for families which breach regulations and/or centre policy. Educators are not permitted to drive children home in their private car.

It is the responsibility of parents to:

- Arrive at the centre by 3:55pm to collect their child from extended care;
- Contact the centre if they have been unavoidably delayed and make alternative arrangements for an authorised adult to collect their child or give staff an estimated time of arrival. This should be done by phone. Emails are not acceptable as the office is not staffed on a full time basis.

Late Collection Procedure

If the parent/authorised nominee has not contacted the preschool and has failed to collect their child by 4:00pm, two experienced educators will:

- Remain at the service and attempt to contact the parents;
- Call the child's emergency contact if parents cannot be contacted;
- Countersign the Attendance Register noting the time of departure;
- Give parents a copy of the Late Collection Procedure;
- Inform the Nominated Supervisor so that a late fee can be imposed.

If educators are unable to contact the parents or emergency contacts **by 4:30pm** (30 minutes after closing time), the Certified Supervisor will contact the police. The police will be requested to assist in locating parents/emergency contacts.

If the parents have not been contacted **by 5:00pm** (one hour after closing time), the Nominated Supervisor will:

- Contact FaCS (Family and Community Services) 6623 1999 and ask that they arrange emergency care for the child.
- Notify police that FaCS will collect the child.

If the child is collected by FaCS:

- Tape a notice to the main entrance door for the parent with details of the address and phone number where the child is being cared for.
- Complete an Incident Report.
- Notify DoE within 24 hours.

Late Pickup Fee:

First Instance:

\$20 per family after the first 5 minutes and up to 15 minutes.

\$20 per family for every additional 15 minutes.

A copy of our Arrivals and Departures Policy will be given to the family.

Subsequent instances in a calendar year:

\$10 per family from 4:00pm to 4:05pm

\$20 per family from 4:06pm to 4:10pm

\$30 per family from 4:11pm to 4:15pm

\$40 per family from 4:16pm to 4:20pm

\$50 per family from 4:21pm onwards

Continued Late Pickup:

After three (3) late pickups in a calendar year the Director will issue a formal warning in writing to the family. If a family is late on **4 or more** occasions in a calendar year, the parents/guardians will be asked to meet with the Director to discuss possible forfeit of their enrolment due to breach of their responsibilities, signed on the enrolment form.

Bus Travel (for Evans Head Centre only)

If you wish for your child to travel by bus, you must sign a Bus Consent Form. Upon arrival a child is met by a Staff Member. The child is then the responsibility of the pre-school upon departing the bus.

Once a child enters the bus, responsibility ceases for the pre-school. The child will be signed in and out of the pre-school by a Staff member.

No child will be put on the bus to travel home without direction from a Guardian to do so. If you wish your child to travel home every day, please put this request in writing to be filed at the Centre.

Your regular bus driver can become ill and be replaced by a casual without notification. Children who do not have relevant information on the exterior of their bag will not be placed on a bus i.e. destination and a contact phone number.