

## ARRIVAL & DEPARTURE POLICY

Related Quality Area	QA2: Children's Health and Safety
Related Policies	Enrolment & Orientation Policy Payment of Fees Policy Child Protection Policy Excursions Policy Administration of Medication Policy

### PURPOSE

To ensure that only nominated authorised persons are permitted to collect children at any time throughout the day from Nightcliff Family Centre (the Centre). The daily sign in and out register is both a legally required document to record children's attendance and is also used as a record of the children on the premises should an emergency evacuation be called required to be implemented.

### SCOPE

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

### IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

#### Arrival:

- The Centre new operational hours from July 04 2022 are : Opening 7:15 am and Closing 5:45 pm
- All children must be signed in by their parent or the authorised person who delivers the child to the Centre.
- The nominated supervisor or educator will remind the parents of the sign in and sign out procedure.
- Should families forget to sign their child/children in, National Regulations require the nominated supervisor to sign the child in.
- An iPad kiosk located in the foyer is used to sign in and out children using the Kangarootime kiosk.
- 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. Parents cannot leave the premises before making sure the educator knows about their child arriving in the Centre.
- 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.
- If a child requires medication, the family is required to communicate this with the educators an educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach.
- A locker or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.
- In the case of a separated family, both parents are required to sign the enrolment forms and Code of Conduct if regularly dropping off or collecting their child/ren. If appropriate in the circumstances, the

Director will schedule separate times to meet with both parents individually to arrange the completion of the required paperwork.

- Either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.

### Departure:

- All children must be signed out by their parent or an authorised person who collects the child from the Centre on the Centre's iPad Kiosk. If the parent or other person forgets to sign the child out, they will be signed out by the nominated supervisor or an educator.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (e.g. in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.
- 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 or email the Centre and arrange an alternative person to pick up the child. Following receipt of this information, the staff member will make a note in the Centre's diary and inform relevant staff of the alternative pick up arrangements for the child. This contact must then be confirmed in writing to the Centre.
- If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity they will be unable to release the child into that person's care.
- If parents do not give prior notification to the Centre about a different person collecting their child, staff will ring a parent to confirm prior to releasing the child.
- 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 Centre.
- In the case of a particular person (including a biological parent) being denied access to a child, the Centre requires a written notice (court order) from a court of law.
  - Educators will attempt to prevent that person from entering the Centre 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 Centre.
  - In such cases, the parent with custody will be contacted along with the local police.
  - 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 Centre.
  - A court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.
- 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.
  - If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Centre.

- Educators cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.
- 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 Centre 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.
- When a parent/care giver is temporarily removing a child from the Centre (e.g. for a medical appointment), staff must be notified prior to their departure and upon return to the Centre and the children's movements recorded in Kangarootime kiosk.

### Preschool drop off and pickup

- As part of the service offered to families, staff at the Centre pick up and drop off children attending the Nightcliff Preschool across the road from the Centre. The method of transportation used is walking.
- Prior to the commencement of the preschool year, all parents are required to complete a permission form permitting staff at the Centre to drop off or collect (or both) their child from preschool depending on which session they are attending. This information is provided to the preschool staff.
- Parents are also provided with information about how the children are walked across to the school, staff ratios etc. A copy of the risk assessment form is available to all families upon request.
- Educators will discuss safe travel strategies with children prior to children travelling between our service and the educational facility to ensure children are supported to feel safe and act responsibly
- If a child does not adhere to the safe strategies and procedures during drop-off and pick-up times, the educator will promptly inform the Director. Subsequently, the Director will communicate with the parents, notifying them that the Centre will no longer be able to accommodate drop-off and pick-up services for their child. Parents will be advised to make alternative arrangements accordingly
- Children attending the morning preschool class will be collected at 11.00am. Each child will be signed out of Preschool by a staff member. Once back at the Centre, a staff member will sign in each child using the Kangarootime kiosk or paper form.
- Upon signing out their child from the Centre, the parent / authorised per will see on QikKids what time the child was signed in and will be asked to verify and confirm that entry.
- Each child attending the 11.45am Preschool session will be signed out Kangarootime kiosk or Paper form prior to leaving the Centre and signed back in upon returning at approximately 2.45pm. Each staff member has their own login details.

### Visitors:

To ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting the Centre must sign in when they arrive at the Centre 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.

### Late Collection of Children:

- Parents/authorised person are requested to arrive to collect their child/children by 5.45pm.
- If there are children still present at the Centre upon closing, it is best practice to ensure a minimum of two Educators remain until all children are collected.
- If parents/guardians know that they are going to be late, they must notify the Centre and if possible, they should make arrangements for someone else to collect their child.
- Late fees will apply if children are not collected by 5.45pm in order to cover additional staff costs.

- To cover this, a late fee of \$25 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 they have not arrived by 5:45pm the Centre 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 Centre 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 Centre notifying parents/guardian of the child’s whereabouts. If this occurs, the Centre will be obligated to contact relevant Child Protection Agencies and/or 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 Centre reserves the right to terminate a child’s enrolment.

## REVIEW

POLICY REVIEWED BY	Josepha Minani Anu Thapa Kathy Man Anju Bali Olive Asis Mei Mei Archie Servai Judy Rondon	Staff and Director	May 2022
POLICY REVIEWED	May 2022	NEXT REVIEW DATE	May 2024
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Policy reviewed as per review cycle</li> <li>• Changes in the Operational hours were made from 7:30 to 7:15 am and from 5:30 to 5:45 pm (Parents’ committee decision dure to parent’s survey conducted)</li> </ul>		
POLICY REVIEWED BY		Staff and Director	May 2024
POLICY REVIEWED	May 2024	NEXT REVIEW DATE	May 2026
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Policy reviewed as per review cycle</li> <li>• An iPad kiosk located in the foyer is used to sign in and out children using the Kangarootime kiosk.</li> <li>• 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. Parents cannot leave the premisses before making sure the educator knows about their child arriving in the Centre.</li> <li>• Children attending the morning preschool class will be collected at 11.00am. Each child will be signed out of Preschool by a staff</li> </ul>		

	<ul style="list-style-type: none"><li>• member. Once back at the Centre, a staff member will sign in each child using the Kangarootime kiosk or paper form.</li><li>• Late fees :To cover this, a late fee of \$25 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.)”.</li><li>•</li></ul>
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