

POLICY

Arrival and Departure

Purpose

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service, emergency drills are effectively executed and are a requirement of the Education and Care Services National Regulations 2011.

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service.

Implementation

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she hasn't yet been signed into the service or has been signed out of the service and is legally under the care and supervision of the parent/guardian.

A child may only leave the education and care service premises under any of the following circumstances as indicated in **Regulation 99**:

- a parent of the child
- An authorised nominee named on the child's enrolment record
- A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
- Child is taken on an excursion
- The child requires medical, hospital or ambulance treatment, or there is another emergency.

ARRIVAL AND DEPARTURE PROCEDURE

Arrival:

- The entrance to EWP is strictly 6 Wood Ave, Woollahra.
- It is essential on arrival that all Children are signed **IN** by a parent or responsible adult as in Regulation 158. This also assists Educators/Staff in the event of evacuation of the Education and Care Service.
- An Educator/Staff member will greet and receive the Child at all times.

Regulation 158 Children's attendance record to be kept by approved provider

- (1) The approved provider of an education and care service must ensure that a record of attendance is kept for the service that—
 - (a) records the full name of each child attending the service; and
 - (b) records the date and time each child arrives and departs; and
 - (c) is signed by one of the following persons at the time that the child arrives and departs—
 - (i) the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;
 - (ii) the nominated supervisor or an educator.

POLICY

Arrival and Departure

- (2) A preschool program provided by a school is not required to comply with subregulation (1) if it keeps attendance records in accordance with the education law, or Government education department policy, of the participating jurisdiction.

STOP AND DROP

The 'Stop and Drop' service allows a child/ren to be dropped at the top of Woods Avenue to be collected and walked down to the centre by the appointed 'Stop and Drop' person. At this time, the parent or responsible adult of the child is obligated to sign their child each day according to the centres policy and the National Regulations.

We have introduced the STOP and DROP as an additional service to parents to assist with the morning rush.

How it works:

STOP and DROP operates daily between 8am to 9.30am. (*does not always operate on bush kinder days). The person on duty always holds a Working with Children Check, they do not necessarily have any early childhood qualifications. The person on duty is positioned on the corner of Wallis St and Woods Ave.

It is the parent's responsibility to:

1. Take your child personally from your car and safely position your child on the footpath and with the person on duty.
2. Sign your child in on the sign in sheets.
3. Ensure your child is emotionally able to be taken inside with the person on duty. If you feel that your child is too distressed to enter with the person on duty, we expect you to park safely and bring your child in yourself.

Departure:

- Nominated Supervisors are to ensure that the authorised pick-up list for each child is kept up to date.
- No child will be released into the care of any persons not known to Educators/Staff. If Educators/Staff don't know the person by appearance, the person must be able to produce some form of photo identification to prove that they are the person authorised to collect the child on the enrolment form.
- 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 situation. The person nominated by the parent must be able to produce some form of photo identification.
- Children are not to be released into the care of persons not authorised to collect the child, e.g. court orders concerning custody and access.
- Parents must give prior notice of any variation in the persons picking up the child. If notice is not given, and Educators/Staff cannot contact the Parent/Guardian, the child must not be released into the care of that person.
- It is essential on departure that all children are signed **OUT** by a Parent/Guardian or Authorised Nominee as per enrolment form. This also assists Educators/Staff in knowing who has left the Service.

POLICY

Arrival and Departure

Attendance Sheet

A child record of attendance that is kept at the service must include as indicated in **Regulation 158**:

- The full name of each child attending the service
- Arrival and departure times; and
- The signature of the person who delivers and collects the child. This is recorded as the person who signs in/out using the electronic attendance system.

Review of the Attendance Sheet

- Staff will regularly review the attendance sheet throughout the day to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in or out, a staff member will sign to confirm that the child is in attendance or has left the service.
- Prior to closing the service, staff member must verify all children have been signed out of the service. (Note: The regulations only require one staff to be on the premises. This is not best practice, however it is how some services operate). If a child is not signed out, educators/staff members will check all areas of the service and look for clues such as bags remaining in lockers, to ensure no child remains. Educators will contact the child's parent/guardian to confirm that they have been collected and this will be noted on the attendance sheet.
- If the services uses digital attendance records then the responsible person must ensure at the end of shift that all children have been signed out for the day.

Authorised Nominees

- On enrolment parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised Nominees should be over 16 years of age to sign a child out. This is not a regulation but best practice.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If an educator is unable to identify the person trying to collect the child from the service, the parents will be contacted immediately for clarification.
- Please note: Unless there is a prohibition for one or both parents to collect the child from the service, both parents have the authority to remove the children from the premises. The family must provide the service with documentary evidence of any such prohibitions.

Where there is concerns for the safety, health and wellbeing of Children

If the person collecting the child appears to be intoxicated, or under the influence of drugs, and a staff member feel that the person is unfit to take responsibility for the child, the staff are to bring the matter to the person's attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Staff are to suggest that they contact the other parent/guardian or emergency numbers from the enrolment form, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be

POLICY

Arrival and Departure

collected by another authorised person, staff are to inform the police of the circumstances, the person's name, and vehicle make/model and registration details. Staff cannot prevent a parent/guardian from collecting a child but do have a moral obligation to persuade a parent/guardian to seek alternative arrangements, if they feel the parent/guardian is in an unfit state to accept responsibility for the child.

Other reasons why a staff member would try to prevent a child from going home with a parent as well as the above mentioned are:

- when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.
- A parent or authorised person does not have a car fitted with an appropriate child restraint.

Procedure for an Uncollected Child:

- The Educators/Staff will first endeavor to contact the child's Parent's/Guardian's and nominated emergency contacts who are authorised to collect the child.
- If unsuccessful in contacting any of the above-mentioned people, the Educators/Staff will call the local police to seek information about any incidents or accidents that may have delayed the parents/guardians (or persons collecting).
- Contact Approved Provider/Nominated Supervisor.
- Two Educators/Staff must remain with the child at all times.
- If the child is to be taken from the Service, the Police or NSW Government Family and Community Services will be responsible for the child's safe transportation. The Educators/Staff are not to transport the child.
- The Educators/Staff must record all details of the situation and any actions taken on an incident form. It is important that the person removing the child - the Police or NSW Family and Community Services signs this form.
- The NSW Department of Family and Community Services and/or Police are now responsible for the ongoing attempts to locate the Parent's/Guardian's and for the wellbeing of the child.
- A sign will then be placed at the Service's entrance for the Parent's/Guardian's (or collecting person), advising that they contact the Police or Child Protection Helpline for information about the whereabouts of the child.

Responsibilities of the Approved Provider

- Ensure the service operates in line with the Children (Education and Care Services National Law Application) Act 2010 and The Education and Care Services National Regulations 2011 with regard to the delivery and collection of children at all times.
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service (**National Regulation 157(1)**)—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Approved Provider, supervisor or educator under the law or
 - the Approved Provider is aware the parent is prohibited by a court order from having contact with the child.

POLICY

Arrival and Departure

Responsibilities of the Nominated Supervisor

- Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- Ensure children are adequately supervised and are protected from harms and hazards.
- Ensure children do not leave the education and care service premises except in accordance with the Education and Care Services National Regulations 2011.
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Nominated Supervisor under the Education and Care Services National Law 2010, or
 - the Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (as defined in the Children (Education and Care Services National Law) Act 2010) is not at the service while children are present unless the person is under direct supervision.
- Ensure there are procedures in place to ensure that all children have been signed out for the day by the parent/guardian of the child or a responsible person.

Responsibilities of the Educators

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery and collection of children.
- If you are unsure whether a child should be allowed to leave with the person who has come to collect, do not allow the child to go until you have confirmed permission. Seek advice from the responsible person if unsure.

Responsibilities of the Families

- Completely fill in the details of the attendance sheet at the service upon arrival and at the time of departure, including signature.
- Communicate any changes of routine with educators.
- Leave your child in the direct care of a staff member.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.

Legislation and Sources

Australian Children's Education and Care Quality Authority (ACECQA) <http://www.acecqa.gov.au/>

Children (Education and Care Services) National Law (NSW) No 104a

<https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full>

Children and Young Persons (Care and Protection) Act

<https://www.legislation.nsw.gov.au/#/view/act/1998/157>

POLICY

Arrival and Departure

Department of Education - <http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care>

Education and Care Services National Regulations

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full>

National Quality Framework (NQF) - <http://acecqa.gov.au/national-quality-framework/>

Related Telephone Numbers

- Early Childhood Directorate 1800 619 113
- ACECQA 1300 422 327
- Police 000
- Office of the Children's Guardian 8219 3600

Review

Date Reviewed **14 June 2019**

Next Date Reviewed: **14 June 2020**