

Arrivals & Departure Policy

To maintain the wishes of families as per the individual enrolment form. Families who are separated cannot deny another parent access to the child at the Centre unless there is a court order in place.

Brunswick Crèche & Day Nursery will ensure the protection and safety of children, staff members and families accessing the Centre. Staff will only release children to an authorised person. The daily sign in and out register will be used to determine who is present at the Centre in case of emergencies.

Arrivals:

- In order for children to feel secure and safe, it is important that they are greeted upon arrival by a member of staff and have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in. This will include the time and parent signature. Parents also needed to advise us who will be collecting the child/children.
- Sign in books are to be used in the case of an emergency to account for all children.
- 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 your child has arrived and is in the building.
- A child's medication needs or any other information should be passed on to one of your child's educators by the person delivering the child.
- A locker will be made available to children and their families.
- 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 the centre and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the centre.

Departure:

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out book. This person is to be named on the enrolment form or added in writing to the Director as an authorised contact for the child.
- Photo identification will need to be sighted by a Primary Contact Educator. If educators cannot verify the person's identity they may be unable to release the child into that person's care.
- All children must be signed out by their parent or person who collects the child from our centre. 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 withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the centre.
- Parents are requested to arrive to collect their child/children by 6.00pm.
- In the case of a particular person being denied access to a child, the centre requires a written notice from a court of law. Educators will attempt to prevent that person from entering the centre and taking the child, however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the centre. In this case the parent with custody will be contacted along with the local police. The 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 16 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, if possible without the child being present
 - Suggest they contact another parent or authorised nominee to collect the child.



- Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. 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 all beds and the premises including outdoors and indoors 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.
- Details of absences during the day will be recorded.

Visitors

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our centre must sign in when they arrive at the centre, and sign out when they leave. "Please refer to the Visitors Policy"

Absences

We understand that sometimes due to illness, vacation or other reasons children need to have time away from the Centre. Please let us know if your child is unable to participate in the program on their usual day/s of attendance. You are requested to notify the Crèche of absences in advance or by 9.00am on that day. Please let the centre know if your child is ill with an infectious disease to allow educator to keep an eye out for similar symptoms in other children.

We recommend you provide documentation to support absence days, including:

- Medical Certificates
- Shared Care Plans (signed by both parents)
- Court Orders

If a child is absent for one week with no contact being made, you will receive a phone call/email requesting that the Crèche be notified if the care is to continue. A second phone call/email will be sent one week later if no contact has been made, notifying you that your child/rens place(s) will be forfeited if no contact is made within seven days

Late Collection of Children

- If there are children still present at the Centre upon closing, a minimum of three Educators must also be present.
- Instruction to parents; "Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child three Educators have to stay behind.
- If you know that you are going to be late, please notify the Centre and make arrangements for someone else to collect your child.
- If you have not arrived by 6:00pm you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them".
- If no parent, guardian or nominated person can be contacted after a reasonable time (10-15 minutes) then the Nominated Supervisor is to be contacted to determine whether to call the Police or The Department of Education and Early Childhood Development - Victoria.
- The following late fees are imposed to finance this requirement.
- The late fee is **\$5** for the first 5 minutes after 6.00pm then **\$10** for every 5 minutes or part thereof.
- Educators are responsible for reporting late children to the coordinator.
- In accordance with the Regulations all educators on late shift must remain on the premises when children are present.
- Late fees are payable on next day of care.
- Educators are to monitor those families who are often late and record this in the Late Collection Book. If you have been late 3 times (and on subsequent times) an additional late fine of **\$100** will be charged. Late collection of 5 times will result in cancellation of the child's place at the centre.



- In extreme cases e.g. parent involved in a car accident, a death in the family, parent or sibling admitted to hospital, late fees charges may not be charged, this is at the discretion of the coordinator

By developing this policy, we are asking families to respect that staff have commitments outside of work hours and parent's lateness can affect their circumstances. Families should arrive at the centre at the latest time of 5.55pm to give enough time to sign your child out, collect their bag and ask staff about their day.

Ref: Protecting the safety and wellbeing of children and young people (Department of Education and Early Childhood Development and Department of Human Services)

Source: Child Care News – www.facsia.gov.au, Australian Children's Education & Care Quality Authority. (2014), Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015, ECA Code of Ethics, Guide to the National Quality Standard.

Date Implemented: 16/04/2012

Review Completed: 1/08/2016

Schedule for Review: 1/08/2017

National Quality Standard – NQS

Quality Area 2: Children's Health and Safety

2.3 Each child is protected

2.3.1 Children are adequately supervised at all times

Education and Care Service National Regulations

99 Children leaving the education and care service premises

168 Education and care service must have policies and procedures

