

Arrival and departure times are planned to promote a smooth transition between home and our Centre. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being. To ensure the health and safety of children at our Centre our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

Purpose

We aim to ensure the protection and safety of all children, staff members, and families accessing the Centre. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

Implementation

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

As part of our Risk Management process, our Centre *may* introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our *Arrival and Departure Policy* and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

Arrival and Departure during Covid-19 Outbreak

- Any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our Centre under any circumstance
- Signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres)
- Children will be pre-screened upon arrival by having their temperature taken by an infrared thermometer
- Any child who has a temperature over 37.5°C will not be permitted entry to care
- Parents are currently NOT permitted to enter our Centre unless this is prearranged with the Approved Provider/Nominate Supervisor (Orientation Process)
- All children need to be signed in by an Educator. Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the signature of the person dropping off the child
- due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with any educators or centre staff will be limited and physical distancing will be adhered to at all times between adults
- Should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible

Arrivals:

Our Centre has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. Our Centre has implemented the following measures:

- Children will be welcomed outside our Centre by an educator and the parent/authorised nominee must also advise staff who will be collecting the child/children
- Children are required to wash their hands upon arrival or use the hand sanitiser provided



- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by an authorised person through the Xplor Home App: Note that the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the name of the person dropping off the child. The parent/nominated person must also advise staff who will be collecting the child/children.
- Families will be reminded to sign their child/children into the Centre and will be encouraged to do so immediately upon arrival to avoid forgetting.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in.
- Sign in books are to be used in the case of an emergency (if Xplor Home App is not available) 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 the 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.
- The 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 will be made available to children and their families.
- In the case of a separated family, 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.
- 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:

Children may only leave the centre premises if the child leaves;

- In accordance to the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - Taken on an excursion; or
 - Given into the care of a person or taken outside the premises; or
 - Because the child requires medical, hospital or ambulance care or treatment; or
 - Because of another emergency (evacuation due to bush fire, flood)
- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out app. 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 must be sighted by a Primary Contact Educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Centre. If the parent or other person forgets to sign the child out, they will be signed out by the nominated supervisor.
- Families must advise Educators that they are leaving the Centre and families must ensure children remain with them at all times.
- 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.
- 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 an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) 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. This contact must then be confirmed in writing to the Centre (email, text or letter)
- 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 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 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, without the child being present if possible, and
 - Suggest they contact another parent or authorised nominee to collect the child
 - Follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - Contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - If an authorisation to collect a child is refused by the Centre, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Record*).
 - Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
 - In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
 - 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 as outlined in our *Emergency Evacuation Policy*.
 - Details of absences during the day will be recorded.

Visitors

- To ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our Centre must sign in when they arrive at the centre and sign out when they leave.
- To minimise the risk of exposure to COVID-19, our centre may restrict the number of visitors to our centre including students on work placements, volunteers, additional family members, delivery of goods or contractors
- Signage will clearly indicate who is permitted to enter the centre
- Signage will alert all adults to adhere to physical distancing requirements
- All visitors must adhere to our *Handwashing Policy* and wash their hands upon arrival and departure of the centre

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/ren's 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.
- 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.
 - Late fees are payable on next day of care
 - Educators are responsible for reporting late children to the coordinator
 - 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
 - If parents/guardians know they 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.
 - Due to licensing and insurance purposes, if by **6pm** and neither the parent or any of the authorised nominee are available or contactable, the Centre may need to contact the police and other relevant authorities
 - In accordance with the Regulations all educators on late shift must remain on the premises when children are present.

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 **5.50pm** 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: Australian Children's Education & Care Quality Authority. (2014). Australian Government. Department of Education, Skills and Employment. *Belonging, Being and Becoming. The Early Years Framework for Australia.* (2009) Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC) Early Childhood Australia Code of Ethics.* (2016). Education and Care Services National Law Act 2010. (Amended 2018). [Education and Care Services National Regulations.](#) (2011) Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). Guide to the National Quality Framework. (2018). (Amended 2020). National Health and Medical Research Council. (2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services.* (5th Ed.). Revised National Quality Standard. (2018). Safe Work Australia (2020)



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National Quality Standard – NQS		
Quality Area 2: Children’s Health and Safety		
2.1.1	Wellbeing and comfort	Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s needs for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
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	

