Arrival and Departure of Children Policy

Quality Area 2: Children’s health and safety
Standard 2.1 Each child’s health is promoted.
Standard 2.2: Healthy eating and physical activity are embedded in the program for children
Standard 2.3: Each child is protected.

Guidelines for delivery and collection of your child are put in place for the safety and well-being of your child.

- 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 wonder if they have been left behind.*

- All children need to be signed in. This will include the time and parent/caregiver signature. Parent does also need to advise us who will be collecting the child / children.

- Sign in sheets 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 requirements or any other information should be passed on to one of your child’s Educators by the person delivering the child.

- Parents are to advise their child’s Educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to the Nominated Supervisor as an authorised contact for the child. Photo ID will need to be sighted by a Primary Contact Educator. The ID will be photocopied and kept on file at the Service.

- 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 Nominated Supervisor stating that one parent has sole custody and responsibility.

- Educators are expected to act upon their duty of care and can refuse the collection of the child from the premises if the person coming to collect the child does not seem sufficiently mature to safely care for the child (such as an older sibling i.e. under 18 years of age) or appears too ill or affected by alcohol or drugs to safely care for the child.

- Educators will contact police if they fear for the safety of the child, their own safety and that of others in the centre.

- 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 Service and arrange an alternative person to pick up the child. The parent or person responsible for the child will be asked their
password and/or driver’s license number before this contact will be authorised. An Educator will witness the phone call. This contact will then need to be authorised in writing to the Service.

- 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 Service.

- Children will need to be signed out on the same sheet as they were signed in on.

- Parents are requested to arrive to collect their child/children by 3.05 pm. This will allow Parents time to speak to the Educator and ensure that the service can close by 3.30 pm as stated on our license.

- Basic information regarding the child’s day will be listed on the sign in/out sheet.

- In the case of a particular person being denied access to child/children the Service requires a written notice from a Court of Law. Educators will attempt to prevent that person from entering the Service 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 Service. In this case the parent with custody will be contacted along with the local police and DOCS. 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.

- As Educators finish their shift, before they leave the floor, they will check the sign-in sheets in their room and ensure that the ratios are being maintained and not compromised by the Educator leaving. It is expected that an Educator will stay if needed to maintain ratios. If this is the case, Educators should report the situation to management so the roster can be revised and amended if necessary.

- At the end of the day, two staff members are to check the premises and make sure that all children have left the premises and signed out at the end.

Late collection of Children

- If there are children still present at the Service upon closing, a minimum of one Educator must also be present dependant on child ratios. (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 Educators have to stay behind and therefore have to be paid overtime. You may incur a late fee of $15 per hour minimum. The late fee will occur after 3.30 pm. (“If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child. If you have not arrived by 3.20 pm you will be contacted. If at 3.30 pm 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”).

- (“Due to licensing and insurance purposes, if by 3.30 pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the school office for you to collect. The school office closes at 5pm. A sign will be displayed at the kindy notifying you of your
child’s whereabouts. If you are continuously late or your time exceeds 5pm, your child will be sent to the local police station. If this occurs we will be obligated to contact DOCS and inform them of the situation”.

- The late arrival policy does not include the school bus. If your child travels via the school bus, the school is responsible for your child and under school policy the teacher on duty will be authorised to take care of your child in waiting for the school bus. If the driver is not present by 3.30pm, your child will be signed out by the teacher on duty and sent to the school office. On the sign in and out sheet a code will be placed next to your child’s name ‘SO’ indicating that the child has been received by the school office.

- The Bus driver will need to initial next to the code ‘SO’ when receiving the child/children from the school office.

- If your child travels by bus you will authorise your child’s bus driver to sign your child out by ticking the ‘bus driver authorisation’ box on the insert accompanying the enrolment form.

- A late fee will not be incurred if the school bus is late in collecting your child.

This policy was made with consideration to the Education and Care Services National Regulations, Department of Education and Communities

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