
ST. CATHERINE'S EARLY EDUCATION CENTRE

ARRIVAL AND DEPARTURE POLICY

Under the Education and Care Services National Regulations the approved provider must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises and take reasonable steps to ensure those policies are followed. (ACECQA 2021).

To ensure the safety of the children at our Service 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 app is not only a legally required document to record children's attendance but also used as a record of the children on the premises should an emergency evacuation be called.

National Quality Standards

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 SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
86	Notification of parents of incidents, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisation for excursion
102C	Conduct risk assessment for transporting children by education and care services
102D	Authorisation for service to transport children
122	Educators must be directly working with children to be included in ratios
157	Access for parents
158	Children's attendance record to be kept by approved provider

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160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisation to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be follow
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training
S165	Offence to inadequately supervise children
S167	Offence relating to protection of children from harm or hazard
S170	Offence relating to unauthorised persons on education and care service premises

Related Policies

- Enrolment and Orientation Policy
- Incident, injury, trauma and illness policy
- Safe transportation policy
- Child protection policy
- Child safe environment policy

Purpose

To ensure and encourage the safety and protection of children, families, visitors and staff members during arrival and departure experiences at the Centre and to educate such persons of appropriate procedures. Educators and Staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Service in case of emergencies.

Scope

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

Implementation

The following guidelines must be adhered to at all times to ensure the safety of the children.

Covid 19 guidelines safety measures have been removed from this policy and if there is another outbreak of Covid 19, we will implement the measures of the safety.

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The Approved Provider/Nominated Supervisor/Responsible Person will ensure:

- adequate supervision is provided when children arrive and depart the service premises.
- relevant educator to child ratios is adhered to at all times.
- accurate attendance records are kept.
- children only leave the education and care premises in the care of a parent /guardian or authorised person or in accordance with written authorisation as per Regulation 99
- enrolment records are kept for each child enrolled in the Service including the name, address and contact details of
 - any emergency contacts.
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication.
 - any person authorised to give permission to the educator to take the child off the premises.
 - any person who is authorised to authorize the education and care service to transport the child or arrange transportation.
 - details of any court order, parenting orders or parenting plan
 - authorisations for the service to take the child on regular outings.
 - authorisations for the service to take the child on regular transportation.
 - any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- should any serious incident occur, an Incident, injury, trauma or illness record must be completed (see *Incident, Injury, Trauma and Illness Policy and Procedure*)
- in the case of a serious incident occurring, the regulatory authority must be notified within 24 hours through the [NQA IT System](#)
- all new educators and staff are provided with an induction to the Service including an understanding of this policy.
- all educators and staff are provided with procedures and training on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child (including procedures of what to do when an unauthorised person attempts to collect a child)

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Arrival:

All children must be signed IN by their parent or responsible adult in order for parents to be eligible for Childcare Benefit. This also assists staff in the event of evacuation of the Centre. This is the parent/caregiver's responsibility.

- 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 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 by the person responsible for verifying the accuracy of the record. This is to be done on the iPads in the children's rooms. Parents also needed to advise staff who will be collecting the child/children and a rough time.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor or an educator to sign the child in and out.
- 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.
- Sign in/attendance records are to be used as a record in the case of an emergency to account for all children present at the service.
- 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 should be made available to children and their families. A sign is posted above the lockers nominating a symbol/ name card for each child.
- 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 service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service. Emailing the centre info@sceec.com.au works best.

Departure:

- Authorised 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 staff. If staff do not know the person by appearance, the person must be able to produce some form of photo

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identification to prove that they are a person authorised to collect the child on the child's 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. Parents are required to email the centre, so the centre has the authorisation in writing. 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 staff cannot contact the parent, the child must not be released into the care of that person.
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, the staff members 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 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 collected by another authorised person, staff members are to inform the police of the circumstances, the person's name and vehicle registration number. Staff cannot prevent a parent from collecting a child but do have a moral obligation to persuade a parent to seek alternative arrangements if they feel the parent is in an unfit state to accept responsibility for the child.
- All children must be signed OUT by a parent or responsible adult in order for parents to be eligible for childcare subsidy. This also assists staff in knowing who has left the centre.
- Any person nominated to collect a child from care must be over 18 years of age. Older siblings are not permitted to collect for a parent who is in the car.
- At the end of each day 2 staff members 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.
- Parents are to arrive to collect their child/children by **6.30pm**.

Late Collection of Children

Children are to be collected before the closing time to allow time to sign out and communicate with staff in the centre. Staff on duty must, under their Award, finish at the closing time of the centre.

Parents should ensure that they arrive in time to communicate with staff before closing time, as staff will not be available from this time.

Staff are to notify the Director of any parent who is on the premises for any period beyond closing time on the next working day.

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Parents who are late are required to sign the late collection book as given to them by the staff. Details are to be entered into the Late Collection Book and signed by both staff and parents.

Staff who are kept waiting more than 15 minutes are to attempt to contact parents and emergency contacts as listed on the enrolment form.

If you have not arrived by 6:30pm 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 6:30pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect it.

A sign will be displayed at the Service notifying you of your child's whereabouts. If this occurs, we will be obligated to contact Family and Community Services and inform them of the situation.

Department of Health and department of Families, Fairness and Housing

DFFH NUMBER: 1300 475 170

DH NUMBER: 1300650172

50 Lonsdale street Melbourne 3000

Late Fees

Requesting immediate payment of late fees is a routine, difficult, responsibility for staff.

Parents are requested not to take enforcement of this policy personally.

- As of the 10th September 2018, our late fee charge have risen. We can no longer cover the overtime costs of the educators when children left after 6.30pm. If you are late to collect your child two educators have to stay behind and therefore both have to be paid overtime.
- **The late fee will now be a flat rate of \$45.00 for any part of 6.35 to 6.45pm after 6.45pm the rate is a flat \$120.00.** This will be applied to your account automatically, and while we do ask parents to call to advise us that you will be late, doing so does not waive the late fee.
- We are licensed until 6.30pm only, that means we lock our doors and all children to be off the premises by this time.
- If you are running late, please phone the Centre to make the staff aware and they can explain to your child. Please be advised that doing so does not waive the late fee.

Sources

- Australian Children's Education & Care Quality Authority. (2014).
- Australian Children's Education & Care Quality Authority (ACECQA). 20201. Policy and Procedure Guidelines. *Delivery to, and Collection from Education and Care Services.*
- Early Childhood Australia Code of Ethics. (2016).

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- 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
- Revised National Quality Standard. (2018).

Review

The policy will be reviewed regularly.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Policy Reviewed	Modifications	Next Review Date
July 2016		July 2017
August 2017	This policy was reviewed no changes were made	September 2019
February 2018	Updated references to comply with the revised National Quality Standard Minor changes made to the formatting and wording.	May 2019
May 2019	Updated increased late fee. Minor changes made through out	July 2020
Feb 2021	Added dot points regarding COVID-19 restrictions/guidelines for ECEC. Changed late collected time to 6:30pm Added DHHS contact numbers. This policy was recreated to Delivery and Collection	Feb 2023
Feb 2023	Policy reviewed to align with policy Guidelines from ACECQA August 2021 Additional section added for Approved Provider/ Nominated supervisor /Responsible Person roles. National regulation has been added. Source/ references has been updated. Addition to the introduction of Policy Covid 19 safety measurement part has been removed. Related policy Additional related policy Department number has been changed.	July 2024
July 2024	Additional relevant sections have been added Information removed regarding "this policy has been read in conjunction with covid 19" Sources checked for currency	July 2026

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