

Arrival and Departure

Policy Statement

We aim to maintain a safe and secure environment with efficient procedures for dropping off and picking up children, which is clear and ensures the safety and well-being of all the children in our care. Arrival and departure times are opportunities for positive communication between staff and families, building strong reciprocal relationships and to participate in the exchanging of information.

Policy Considerations

- National Quality Standards/Elements: 2.2 (Safety), 7.1 (Governance)
- Custodial requirements

Procedure

Arrival

- On arrival, the carer dropping off the child is responsible for signing the child in using the electronic sign-in system. If the child is attending the afternoon excursion, an excursion permission form is also to be signed by parents.
- Children are to place their belongings in the designated area.
- The carer dropping off the child must ensure that a staff member is aware of the child's presence before leaving the Service, and that any special needs of the child are communicated.
- Staff greet children warmly on arrival and include both parents/guardians and child in the interaction. This is the time when parents should exchange information about the child, and it is from this point the child is handed over into the care of the staff member.
- Should a child require medication of any kind, parents must fill in and sign the medication record (See Medication Policy and Guidelines for Adminstrating Medication)
- Staff respond to the child's interest and mood and encourage participation in the service program

Please note: Children are not to be left unattended at the Service at any time prior to the opening hours of the Service.

Departure

- The authorised carer collecting the child must sign the child out using the electronic sign-out system. Children who have written permission to leave the Service by themselves will be signed out by staff at the appropriate time. Written permission must be handed to the Coordinator, along with verbal confirmation.
- Staff are to greet parent/guardian and provide information about the child's day. The authorised carer must ensure that a staff member is aware that they are taking the child from the Service.
- The authorised carer and child/children are to ensure that all belongings are collected.
- Staff are to be notified if the carer collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- If the child is to be collected by anyone different to the name on the enrolment form, parents must personally inform the appropriate staff member prior to pick up. This change should be confirmed in writing and the person picking up the child shall be asked to bring identification.

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

- f) The names and contact numbers of all carers authorised to collect the child must be included on the enrolment form. Any changes to these must be updated through the online bookings system or advised in writing to the Service or Coordinator as soon as possible.
- g) The authorised person is required to give proof of identification to staff if they have not seen them previously.
- h) The Service will not release the child to anyone who is not authorised by the parent to collect the child in line with service policy.
- i) If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the service to advise them. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the service with proof of identity, for example; Driver's license or Medicare card.
- j) If the service has not been notified and someone other than the parent or authorised person comes to collect the child, the service will ring the parent to get his or her authorisation. The child will not be released from the Service until proper authorisation has been received.
- k) Parents who have not used the service or are unfamiliar to staff may be requested to show identification upon collection of their child/children.
- l) Children must be collected by the closing time of 6pm.
- m) Parents will be charged a fee of \$2.00 per minute for collection of their child after the service closure time of 6.00pm.
- n) If a child has not been collected by 6.15pm and staff have not been notified of the parent's whereabouts and estimated time of arrival, staff will contact the local police.
- o) The last staff members on duty will check at the end of each day all areas of the premises, whether indoors or outdoors, to ensure that no child remains on the premises and the attendance roll will be checked.
- p) Staff at the service will reserve the right to refuse to release a child/children back into the care of a parent/guardian should the staff member suspect the person responsible for the child/children is: a) Noticeably under the influence of alcohol and plans to drive, b) Noticeably under the influence of drugs and plans to drive. The local police will be contacted should either, or both, of these situations occur.

Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
23/06/2020	Full review

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