

## Arrival, Transitions 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

- Education and Care Services Regulation 102AAB
- National Quality Standards/Elements: 2.2 (Safety), 7.1 (Governance)
- Custodial requirements
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### Procedure

#### Arrival

Family / Carer transition:

- On arrival the carer dropping off the child is responsible for signing the child into the service. 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 complete appropriate medical documentation (See Medication Policy and Guidelines for Administering 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.**

Education Transition:

- An educator will sign children into care as they arrive at the service or enter the care of the service.
- Once children are under the care of the service, supervision, routines and activities for their session of care should be commenced.
- For any children that have not arrived at the service, processes to account for their whereabouts and safety will commence.
- A team member will check other possible locations on the school site (i.e. car line, school pick up points, front office) to transition children into care.
- Calls to authorised contacts are made to confirm a child should be attending OSHC.
- Communication with the school to confirm if a child was in attendance at school.
- If possible and supervision levels permit areas immediately adjacent to the school site may be checked.

Reviewed on:	13/04/2024	Approved on:	13/04/2024
Reviewed by:	Natasha Finnigan	Approved by:	Scott Finnigan

- Unadvised absence fee charged to families to support accurate and timely information on when children will be attending care.
- Timely communication with the school and families enables a child to be looked for by families and the school using information and contact details that may not be available to the service. This information including the last time the child was known to be on the school site, if anyone saw them leave and with whom will assist in locating the child more quickly.

### **Departure**

#### Family / Carer transition:

- The authorised carer collecting the child should sign the child out from the service.
- The authorised carer must ensure that a staff member is aware that they are taking the child from the Service.
- 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 provided to the Coordinator to support this transition.
- Staff are to greet parent/carer and provide information about the child's day as appropriate.
- 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.
- If the child is to be collected by anyone not listed as an authorised contact then an authorised contact must personally inform the appropriate staff member prior to sign-out. This change should be confirmed in writing and the person picking up the child will be asked to for identification.
- The names and contact numbers of all carers authorised to collect the child must be advised in writing. 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.
- The authorised person may be required to give proof of identification to staff if they have not seen them previously or if the electronic sign-in / out system is not functioning.
- 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.
- 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. This should be followed up with written authorisation wherever possible.
- If the service has not been notified and someone other than the parent or authorised person will be collecting 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.
- Parents who have not used the service or are unfamiliar to staff may be requested to show identification upon collection of their child/children.
- Children must be collected by the closing time of 6pm.
- Parents will be charged a fee of \$2.00 per minute for collection of their child after the service closure time of 6.00pm.
- If a child has not been collected by 6.30pm and staff have not been notified of the parent's whereabouts and estimated time of arrival, staff may contact the local police or child protection.
- 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.
- 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

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# Kids Biz Holidays & Sports

## OSHC Policies & Procedures

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 or child protection services will be contacted should either, or both, of these situations occur.

### Education Transition

- For transitions to school following before school care children will be signed out of the service and supported to transition to their morning assembly point before the start of school.
- An educator will sign children out of care as they leave the service in accordance with written authorisations.

### Document Version Control

Version Date	Changes
05/12/2018	Full review
27/08/2019	Document version history added
23/06/2020	Full review
13/04/2024	Full review

Reviewed on:	13/04/2024	Approved on:	13/04/2024
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