

ECECP Procedure 14.1

Children's Arrival and Departure

Controlled Document

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Policy attached to this procedure	<u>ECEC 14 Delivery of children to and collection from Education and Care Service Premises.docx</u>
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Working in conjunction with the *Delivery of Children to, and Collection from an Education and Care Service Premises Policy*, this procedure provides clear guidelines for staff, educators, and management to ensure the safe arrival and collection of children, support smooth transitions, and maintain compliance with National Regulations and legislation.

Education and Care Services National Law or Regulations (S. 162A, 165, 167, 170 and R. 84, 86, 87, 99, 100, 102, 102AAB, 102AAC, 102B, 102C, 102D, 122, 123, 157, 158, 160, 161, 168, 170, 171, 173, 176, 177) NQS QA 2: Element 2.1.1, 2.2.1, 2.2.2 and 2.1.3 Health practices and procedures

DELIVERY TO AND COLLECTION OF CHILDREN FROM THE SERVICE

The Approved Provider/Leadership/Nominated Supervisor will:

- 1 review and update the Service's Delivery of Children to, and collection from Education and Care Service Premises Policy annually, in collaboration with educators and families
- 2 ensure that clear procedures are in place for the handover of children so that responsibility for each child is clearly transferred between families and educators at arrival and departure
- 3 ensure systems are in place so educators can access up-to-date enrolment information, including authorised nominees and court orders, at all times during arrival and departure periods
- 4 ensure that children arriving from or transitioning to any other educational Service (including the school grounds) follow procedures as indicated within the *Safe Arrival of Children Policy and Procedure*
- 5 ensure educator to child ratios are maintained at all times, including arrival and departure periods
- 6 ensure that no child is left unattended at the Service prior to opening hours and that families remain responsible for their child until the child has been signed in and accepted into care by an educator

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| 7 | remind families not to share swipes/ door codes to anyone other than emergency or authorised nominees |
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RECORD OF ATTENDANCE

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| 1 | Attendance records will include: <ul style="list-style-type: none"> the child's full name actual attendance times including arrival and departure date signature and name of the person delivering and/or collecting the child |
| 2 | Families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival |
| 3 | Attendance records must be completed at the time of handover and not retrospectively where possible |
| 4 | If the signature of the person who delivers or collects the child cannot be reasonably obtained National Regulations require the nominated supervisor or educator to sign the child in |
| 5 | The attendance records, are to be used as a record in the case of an emergency evacuation or lockdown to account for all children present at the Service |
| 6 | Attendance records will be reviewed and head counts conducted throughout the day to ensure all children are accounted for |
| 7 | Educators will regularly review attendance records throughout the day to ensure accuracy and consistency between physical headcounts and recorded attendance |
| 8 | Any child who is absent on a particular day will be marked absent by the nominated supervisor or educator |
| 9 | Accurate attendance records are essential to support emergency evacuation and lockdown procedures, ensure correct educator to child ratios and meet Child Care Subsidy compliance requirements |

DELIVERY OF CHILDREN TO THE SERVICE

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| 1 | Educators will actively monitor entry and exit points during arrival periods to ensure children do not enter or leave the premises unsupervised |
| 2 | A member of staff will greet each child and family on arrival to facilitate the transfer of responsibility to the Service |
| 3 | Children must not be left at the Service prior to opening hours and must be handed directly to an educator on arrival |
| 4 | 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 premises. |
| 5 | A child's medication needs, or other important or relevant information, must be passed on to one of the child's educators by the person delivering the child. The educator will check that the family has completed an <i>Administration of Medication Record</i> and will store the medication in a secure location. |
| 6 | Children will be provided with the opportunity to say goodbye to the person dropping them off |

7	Each child will be provided with a locker, shelf space or bag area to store their belongings
8	If children have not arrived at the Service for their booked attendance and no notification has been received, the child will be marked as absent for the day, and an educator will contact the family to confirm their status and ensure their wellbeing

ARRIVAL OF CHILDREN: AFTER SCHOOL CARE

1	Educator/s will collect Kindergarten children and children with individual needs (as required) from their classroom and advise the classroom teacher/s that they have been collected, before escorting them to the OSHC Service and signing them in
2	Children in first to sixth grade will be met by an educator in an agreed area within the school for the educator of the OSHC Service to sign them in
3	The educator/s collecting children from school classrooms will carry a two-way radio to facilitate communication between staff
4	Upon completion of signing in all the children, the educator will review the attendance roll to ensure all children booked in for the session have been signed in.
5	If a child is booked to attend the Service but has not been signed in, educators will: 1. ask children from the child's class if they have seen the child and check for any known information about their whereabouts 2. speak with the child's teacher and/or school office staff to confirm whether the child is present at school 3. contact the child's parent/guardian to confirm whether the child should be attending the OSHC Service 4. where the parent/guardian confirms the child should be in attendance, conduct a search of the school grounds and relevant areas with the assistance of school staff 5. immediately notify the school principal or delegate of the situation If a child is considered missing and cannot be located within 5 minutes, an educator or staff member will follow the serious incident procedure including: 1. Contact the child's parents 2. Notify other educators/management/relevant stakeholders (school for OSHC) to inform them of the missing child 3. Ensure that other children remain appropriately supervised 4. Contact the police by dialing 000, if the child cannot be located or the parent cannot be contacted to confirm their intended whereabouts. 5. Notify the regulatory authority within 24 hours of becoming aware of a serious incident 6. Complete an incident, injury, trauma or illness record as soon as possible If the child is located, educators will immediately inform the parent/guardian. The incident must be reported internally to the Team Leader or relevant leadership staff as soon as practicable (within one hour), with notification to the regulatory authority within 24 hours where required.

AUTHORISATION OF COLLECTION OF CHILDREN

1	Educators will ensure effective supervision during afternoon departure periods to ensure children do not leave the Service unsupervised
2	any person collecting a child must be listed on the child's enrolment record as an authorised nominee or authorised person
3	Parents/authorised nominees must advise staff who will be collecting the child/children in writing as per the <i>Acceptance and Refusal of Authorisations Policy</i>
4	Parents are to advise their child's educator if someone different is picking up their child, both verbally and in writing, either via Xplor, email or message. This person is to be named on the enrolment form or added in writing to the service as an authorised nominee or authorised person for the child.
5	In the case of a separated family, either parent may add a contact in writing unless a court order is provided to the nominated supervisor stating that one parent has sole parental responsibility
6	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
7	where a person who is not authorised attempts to collect a child: - educators will attempt to prevent the person from taking the child, where it is safe to do so - educators must not place themselves or others at risk and will not physically restrain any person - the nominated supervisor/responsible person will be notified immediately - the parent/guardian will be contacted as soon as practicable - where required, police will be contacted - educators will, where possible, provide police with relevant information including: - a description of the person - the child's details - vehicle description, including make, colour and registration number - direction of travel - the incident will be documented, including actions taken and outcomes - where applicable, the school or other relevant stakeholders will be notified
8	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
9	The nominated supervisor 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 emergency contacts/ authorised nominees under the age of 16 to collect children from the Service.
10	Children may only leave the Service premises if the child: - is given into the care of a parent of the child, or - into the care of an authorised nominee named in the child's enrolment record, or - given into the care of a person authorised by a parent or authorised nominee named in the child's enrolment record, or

	4. is taken on an excursion with written authorisation, or 5. given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment; or because of another emergency (evacuation due to bush fire, flood) (Regulation 99)
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RELEASING CHILDREN TO AUTHORISED NOMINEE

1	Photo identification must be sighted by an educator if the authorised nominee is unknown to staff, 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.
2	If a person's identity is not able to be verified, educators are to contact the parent to confirm a description of the authorised nominee and/or arrange for an alternative person to collect the child
3	All children must be signed out by their parent/guardian (or a person authorised by the parent/guardian) via Xplor at the time the child is collected from the Service. An educator must be aware of and sight the child leaving the Service to ensure a safe handover has occurred.
4	If the parent or authorised person forgets to sign the child out, an educator or nominated supervisor may sign the child out, provided they have confirmed the child has been collected and has left the Service premises.
5	If authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities

HEALTH AND SAFETY CONSIDERATIONS

1	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 <i>Child Protection Policy</i> • contact the Police and other regulatory authorities ○ In an emergency contact 000 immediately ○ Child Protection Hotline NSW 132 111
2	At the end of each day, two (2) educators will check indoor and outdoor premises including all rooms and storage rooms, beds, and storage sheds to ensure that no child remains on the premises after the Service closes.
3	If a child's bag or belongings are left at the Service and the attendance record does not indicate the child has left the Service. The responsible person is to contact the parent to ensure the whereabouts of the child.
4	If a child appears missing, follow the serious incident procedure.

LATE COLLECTION OF CHILDREN

1	Parents and authorised persons are informed of the service's opening and closing times during enrolment and orientation and are requested to collect their child/children by closing time.
2	If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two educators remain until all children are collected
3	Parents are provided with late collection fee structure upon enrolment
4	If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.
5	If they have not arrived by closing time, the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted, the nominated supervisor or responsible person will call alternative contacts as listed on the enrolment form to organise collection of the child.
6	If by closing time, neither the parent or any of the authorised nominee or emergency contacts are available or contactable, the Service may need to contact the police and other relevant authorities to assist in contacting parents/guardian
7	If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the Service will be obligated to contact Communities and Justice and notify the regulatory authority
8	Where families are continually late to collect children, a <i>Late Collection of Children Letter</i> will be presented to parents/guardians
9	Should this non-compliance continue, the Service reserves the right to terminate a child's enrolment

IN AN EMERGENCY SITUATION

1	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) 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 (email, text or letter) by the parent/guardian.
2	Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our <i>Emergency and Evacuation Policy</i>
3	Sign in and out records are to be used as a record in the case of an emergency to account for all children present at the Service