



# Arrival and Departure Policy

## **Reference:**

*Education and Care Services National Regulations 2011: 99, 158, 168(2)(f), 172*  
*Children (Education and Care Services National Law Application) Act 2010*  
*National Quality Standards*

*This policy is adapted from the CCCNSW sample policies.*

## **Introduction**

This policy relates to the arrival and departure of children within the education and care setting. It is the responsibility of staff and families to ensure the safe arrival and departure of children at the education and care setting and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records and confirms children's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody.

## **Policy Statement**

A duty of care exists at all times the child is attending the service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she has not yet been signed into or out of the service, and is legally under the care and supervision of the parent/guardian.

## **Strategies - How will it be done?**

### **Approved Provider and Nominated Supervisor will ensure:**

1. A record of attendance, kept at the centre, includes full name of each child attending, the date and arrival and departure times, and the signature of the person who delivers and collects the child or the signature of the nominated supervisor or educator.
2. A child will leave the centre only with a parent/guardian or authorised nominee named in the child's enrolment record, an authorised delegate as a part of an excursion or because the child requires medical care or other emergency (e.g. evacuation). Note: This does not include a parent who is prohibited by a court order from having contact with the child. An authorised person must be 18 years of age to sign a child out of the service.

### **In addition to these records the Responsible Person will:**

- Review the Sign In and Out Sheet. Where parents or authorised persons have not signed in a child, a staff member will note that the child is in attendance by writing the time they observed them arrive and initial next to the sign-in position. Families will be reminded to complete this record.
- Ensure that two staff members verify all children have been signed out of the centre at the end of each day. If a child is not signed out, educators will check if any educator witnessed the child leave and if so document this on the sign-in/out sheet. If no one witnessed the child leave, educators must check all areas of the centre to ensure no child remains and then phone the family to



# Arrival and Departure Policy

determine that the child is safe. This will also be confirmed on the bottom of the statement on the sign-in/out sheet.

- Request in writing from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service. If the educator is unfamiliar with the person authorised to collect the child, confirm the person's photo ID against the list of approved persons. If in doubt contact the child's parents immediately.
- Allow a child to leave the centre only with an authorised person who appears able to appropriately care for the child. Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances. For example, the authorised person seems to be ill or affected by drug or alcohol and does not appear to be able to safely care for the child or not sufficiently mature to safely care for a child in regards to a young person (i.e. sibling). If this is the case, educators will exercise their duty of care by not allowing the child to be removed from the service by that person. Staff will contact an authorised nominee to collect the child.
- On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of a regulatory requirement. Families will also be informed that sign on sheets will be used for emergency evacuations and need to be completed by families both on arrival and on departure from the service.
- Develop rosters to provide for continuity of care for the families and children throughout the day.

## **The experience for the child and family**

As reflected in our philosophy we believe that relationships and communication with families are vital to our partnership with families and look forward to welcoming all families and responsible people who are arriving and departing with their child every day to listen to families and provide valuable feedback about their child's day.

Families/family member or delegated authority will:

- Sign each child in and out of the service upon arrival and at the time of departure, on Record of Attendance with a full signature.
- Remain responsible for their child whilst they are on the education and care premises.
- Ensure that they are extra vigilant when entering and departing the front gate to ensure no child is able to leave without their responsible person.
- Leave their child in the direct care of a staff member.
- Communicate any changes of routine with educators. This communication may include information about medication, health risk minimisation plan, a change of routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child (refer to the Jannali Preschool Communication Plan).
- Ensure educators are aware their child has been collected from the service.
- Provide the service with any court orders relating to their child.



# Arrival and Departure Policy

## **Monitoring, Evaluation and Review**

Arrival and departure times encourage families to interact in the environment, build relationships, open communications networks and ensure the safety of children when being delivered and collected from the service. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

## **Links to other policies/documentation:**

- Jannali Preschool Communication Plan
- Late Collection of Children Policy