



Arrivals and Departure

Statement

Educators will ensure children arrive and depart safely from our service. Educators will support children to feel welcomed and settled when they arrive each day to experience quality care and education. Families will ensure children arrive and depart the service during the services licensed operating hours.

Goals

Educators are responsible to ensure the safe arrival and departure of children at our service. Practical and safe routines and practices will promote a smooth transition between home and our service. Parents will ensure their children arrive not before 6:30am and are collected not later than 6:30pm Monday to Friday when the service is operating.

Strategies

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

Arrival:

Family Guidelines

- It is essential on arrival that all Children are signed IN by a parent or responsible adult.
- Families are expected to make contact with an Educator when dropping their child off at the centre.
- Each Child has their own locker for personal belongings. Families are encouraged to store their child's belongings in the locker.

Educator Guidelines

- Educators will set up the environment to engage children when they arrive.
- An Educator will greet and receive the Child and receive any messages in relation to their child. These messages will be written on the pad stored in the roll clipboard.

Departure:

Family Guidelines



- Each enrolled child is to be collected from the service by a responsible adult prior to 6:30pm.
- It is essential on departure that all children are signed OUT by a Parent/Guardian or Authorised Nominee as per 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. The person nominated by the parent must be able to produce some form of photo identification. Children will not be released to unknown adults who are not authorised by the child's parent/guardian.
- In the event of an emergency, and a parent/guardian or nominated adult cannot collect the child from the service the parent/guardian must notify the Approved Provider/Nominated Supervisor of the full details of the person nominated to collect the child and identification will be required prior to the child leaving the service.
- If for some reason, parents know they will be late, they should endeavour to contact the service before 6:30pm so arrangements can be made.

Educator Guidelines

- Nominated Supervisor is to ensure that the authorised contact list for enrolled children is kept up to date.
- Children will be authorised to leave by Educators with a parent, guardian or authorised nominee only. If Educators don't know the person by appearance, the person must be able to produce some form of photo identification to prove that they are the person authorised to collect the child on the enrolment form.
- Each child's parent/guardian nominates a minimum of two adults advising their relationship to the child who are authorised to collect the child.
- In the event of an emergency, and a parent/guardian or nominated adult cannot collect the child from the service the parent/guardian must notify the Approved Provider/Certified Supervisor of the full details of the person nominated to collect the child and identification will be required prior to the child leaving the service.
- If for some reason, parents know they will be late, they should endeavour to contact the service before 6:30pm so arrangements can be made.
- At the end of each day 2 Educators check the premises to ensure that no child remains on the premises after the centre closes.

PROCEDURE FOR COLLECTING CHILDREN AFTER HOURS

- If parents do not arrive at the service by 6:30pm and no contact has been made, Educators will begin to contact the parents on all available telephone numbers. If no answer, Educators will begin to contact emergency contacts of the family nominated on the enrolment form to make alternative arrangements for the collection of the child.



- Parents who are late will be advised of a late collection fee which is \$1.00 per minute per child which will be charged to their account, the parents are to sign the Late Pickup of Children Form agreeing to this arrangement, and if the form is not signed the Educators will contact the Mandatory Reporting Line on 13 32 67.
- Parents who are charged three times in a two-month period will be asked to make alternate arrangements for the collection of their child to ensure compliance to licensing.
- All late collections are recorded in the Educators communication book.
- NO child should be transported in the Educators car unless authorised to do so.
- NO child should be placed unaccompanied in a taxi for transport to the parents.
- In the event parents/guardians and emergency contacts cannot be contacted, Educators will contact Police and Mandatory Reporting Line on 13 32 67. Educators will stay with the child until authorities arrive. All costs incurred will be settled by the child's family.

COURT ORDERS

- For situations where there is an order from the court of law in relation to custody of a child, only the nominated parent or adults nominated by that custodian parent may collect the child.
- In the event of the non-custodian parent arriving at the service to collect a child, the custodian parent must be notified immediately and if they are not contactable then the police will be notified. If the non-custodian parent becomes aggressive, Educators will allow the parent to leave the service with the child. Educators will immediately call the police advising the make, model and registration number of the vehicle and the direction it went.
- Unless the service has written evidence of a court order or solicitor's instructions, then both parents listed on the enrolment form are authorised to collect. Parents are to advise the service of any arrangements that are contrary to this point.

INTOXICATED OR DRUG AFFECTED PARENT/CARER

- 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, the Educators 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.
- Educators are to suggest that they contact the other Parent/Guardian 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, Educators are to inform the Police of the circumstances, the person's name, and vehicle make/model and registration details.
- Educators will also mandatory report to 13 32 67.



- Educators cannot prevent a Parent/Guardian from collecting a child, but do have a moral obligation to persuade a Parent/Guardian to seek alternative arrangements, if they feel the Parent/Guardian is in an unfit state to accept responsibility for the child.

Monitoring, Evaluating and Review

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 two years. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

Sources

Education and Care Services National Law Act 2010
Education and Care Services National Regulation 2011
National Quality Standards 2011
Childcare NSW Policy Template
Alstonville Nestle In Childcare Centre Policy