

## Arrival and Departure

**NQS 2.2.1** At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

**NQS 5.1.1** Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.

**NQS 6.2.1** Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

**NQS 7.1.2** Systems are in place to manage risk and enable the effective management and operation of a quality service.

### Introduction

This policy relates to the arrival and departure of children at Glenaeon Rudolf Steiner Preschool. 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.

### Aims:

- We aim to have both **safe and happy transitions** for children into and out of their daily program so they feel secure in the warmth of welcome and the unfolding daily rhythm.
- We wish to foster **secure attachments** to the educators at the preschool as the children separate from their parent or caregiver, through quality education and care, continuity of educators and positive interactions at the service.
- To ensure the **completion of the required records** for the claiming of Government funded benefits in long day care services and confirm children's presence or absence from the service.
- To ensure a child's arrival and departure at the service continues their safe care and custody, checking that each child is only allowed to leave with those who are **authorised to pick up the child.**

Procedures	Person Responsible
A record of attendance: <ul style="list-style-type: none"><li>• full name of each child attending</li><li>• arrival and departure times</li><li>• signature of the person who delivers and collects the child or the nominated supervisor or educator.</li></ul>	Director and Compliance Coordinator
A child will leave the centre only with a parent, authorised nominee or an authorised delegate as a part of an excursion or because the child requires medical care. <b>The child <u>may not</u> leave the centre with a parent who is prohibited by a court order from having contact.</b> Families who are separated cannot	All educators and staff

<p>deny another parent access to the child at the Service unless there is a court order in place.</p>	
<p>A child may only leave the centre with an authorised person who appears able to appropriately care for the child. Educators and staff will always use discretion and act in the interest of safety for the child, themselves and other children in the care and education service. This may include checking the photo identification of persons who are collecting a child from the Service.</p> <p>In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility.</p>	<p>All educators and staff</p>
<p>In the event that a child is not collected from the Service by closing time, Educators and staff will always act in the best interest of the child at all times. Two staff will remain on premises with the child. Parents and Emergency Contacts will be contacted to attempt to arrange for collection of the child. Staff will inform the school and Director / Nominated Supervisor that a child has not been collected. Staff will remain with the child for as long as practicable. If in the event that parents or Emergency Contacts cannot be contacted, the Regulations require that the child should be left in the care of the Police. Late fees will apply. Please see the Parent Handbook for details.</p>	<p>All educators and staff</p>

## Procedure

### The Director will:

- 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 regulatory and funding obligations and that written authorisations are needed for pick up. Families will also be informed that attendance sheets will be used for ensuring children are always accounted for including in the event of 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 Educators, Responsible Person, Director and Compliance Coordinator will:

- Ensure sign in checks are done by 10:30 am through reviewing the **Sign In and Out Sheet**. Where parents or authorised persons have not signed a child in, a staff member

will note that the child is in attendance. Families or the Nominated Supervisor will be reminded to complete this record.

- Ensure that a staff member at regular intervals between 3.00 and 4.30, verifies all children who have left, have been signed out of the centre. If a child is not signed out staff members will make a note of the time they have observed the child leaving. If they have not observed the child's departure they will check all areas of the centre to ensure the child remains. **Families will be immediately contacted for details if a child is not present, is not signed out and the educator has not seen them leave.** The School Head Office and authorities will be notified. At the end of the day two staff members will check all children have been signed out and have left. This will be confirmed via a signed **Statement on the Sign In/Out Sheet**
- Request a 'signed authority to release' form from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.

**The Families/family member or delegated authority will:**

- Escort each child safely from the street or car park and enter closing each gate behind them.
- Sign each child in and out of the service upon arrival and at the time of departure, on the Record of Attendance with a full signature.
- Assist their child to put away belongings and to connect with their educators. They will write or verbally share any information on the child's health or change in routine. They will remain responsible for their child whilst they are on the education and care premises.
- Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised nominee 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.
- Ensure that documentation is completed for any authorised person picking up their child or for any medication to be given. Inform an authorised person who may be collecting the child from the service that they may be asked for photo identification by staff when collecting the child from the service.
- Write their child's name in the After Hours book if there is a casual booking for that day.

**Educators and staff will:**

- Set the environment with familiar activities for children to enjoy when they are settling into care. Changes in the program rhythm or educators will be discussed with children and families to promote consistency and to help children feel secure in their setting.
- Greet families and find out about the child's needs for the day.
- Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.
- Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.
- Request photo identification of any unknown authorised nominee who may be collecting a child from care.

## Relevant Statutory Legislation & Considerations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- A New Tax System (Family Assistance) (Administration Act 1999)
- A New Tax System (Family Assistance) Act 1999
- Family Assistance Law

## Sources

- Australian Government Department of Human Services – [www.humanservices.gov.au](http://www.humanservices.gov.au) (was DEEWR)
- Revised National Quality Standard 2018

## Evaluation

Arrival and departure procedures at the Glenaeon Rudolf Steiner Preschool encourage families to interact in the environment, build relationships, communicate within the community and ensure the safety of children when being delivered and collected from the service.

All records of children's attendance are accurate and complete.

## Review

Date Reviewed	Modifications	Next Policy Review Due
Apr 2011		
Nov 2013		
May 2014		
Oct 2014		
Jan 2016		
Aug 2017	<ul style="list-style-type: none"><li>• Updated to include revised National Quality Standard</li><li>• Minor changes to wording.</li><li>• Add information relating to photographs to help with identification of individuals</li><li>• Remove information relating to the communication between families and educators at arrival and departure times.</li></ul>	Aug 2018
Oct 2018	<ul style="list-style-type: none"><li>• Minor changes to wording</li><li>• Include information to state that unless court orders exist, that both separated parents have the ability to access the child and add contacts and authorisations to the child's record.</li></ul>	Oct 2019

	<ul style="list-style-type: none"><li>• Include information on the late collection / non-collection of children.</li></ul>	
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