

# ARRIVAL AND DEPARTURE POLICY

*Kogarah Community Services (KCS) will ensure that children arrive and leave the Service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities in accounting for the whereabouts of children at all times whilst in our care. The daily sign in and out register is not only a legally required document to record children’s attendance but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.*

## National Quality Standard (NQS)

Quality Area 2: Children’s Health and Safety		
2.1.1	Wellbeing and comfort	Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

Education and Care Services National Regulations	
84	Awareness of child protection law
99	Delivery and collection of children
158	Children’s attendance record to be kept by approved provider
173	Prescribed information to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider

## PURPOSE

We aim to ensure the protection and safety of all children, staff and families accessing the Service. The Responsible Person/Educators will only release children to an authorised person as named by the parent/guardian on the individual child’s enrolment form.

## SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

## IMPLEMENTATION

Guidelines for arrival and departure of children are put in place to ensure the safety and wellbeing of each individual child.

### **Arrival**

- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and children have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while Parents/Guardians leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by an authorised person via the digital system–Qikkids Kiosk (QK Kiosk) at the Service. The signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the name of the person dropping off the child. The parent/authorised person must also advise staff who will be collecting the child/ren.
- Families will be reminded to sign their child/ren into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
- Should families forget to sign their child/ren in, the National Regulations require the Nominated Supervisor to sign the child in.
- The sign in record on Qikkids will be used as a record in the case of an emergency to account for all children present at the Service.
- Educators will be aware of and acknowledge each child’s arrival at the Service and where necessary the Parent/Guardian should exchange important information with the Responsible Person (RP) in regards to the care of their child.
- If a child requires medication to be administered whilst at the Service, the Parent/Guardian must document this in writing as per the *KCS Medical Conditions and Medication Administration* policy and procedures. The prescribed medication will be stored away from children’s reach.
- In the case of a separated family, either or both biological parents can be added as a contact person (written request required) unless a court order is provided to the Service stating that one parent has sole custody and responsibility.
- For after school care, on-site children are signed into care by an Educator at the Service upon their arrival. Off-site children are signed into care by an Educator at the designated collection point of the school.
- For children whose transportation is arranged by the families, families need to discuss with the Service about the collection point where the child is handed over by the driver of designated transport. The child will be signed into care by an Educator upon collecting the child.

### **Notification of Absence**

- KCS must account for every child that is booked into our care. Therefore if Parents/Guardians know that the child will not be attending the Service, they should notify KCS via the My Family Lounge (MFL) App, via text to the Service mobile or by emailing [childcare@kcs.org.au](mailto:childcare@kcs.org.au) prior to any booked session. A fee will be applied to your account for any non notifications of after school care bookings.

### **Permission to Release Children to Attend Extra-Curricular Activities**

- Children may be required to attend extra-curricular activities during their time at our Service. If so, an *Extra-Curricular Activity Permission* Form must be completed by the Parent/Guardian indicating which activity the child is attending, when this will occur and the name of the person whose care the child is authorised to be released into. Forms are available on site for families to complete.
- The Responsible Person will ensure children are signed out of care and escorted by an Educator to the extra-curricular activity where they will hand the child over to an authorised person.
- At the end of the scheduled activity the Responsible Person will ensure children are collected from the extra-curricular activity and signed back into care by an Educator.

## Departure

- At before school care, children will be signed out of our care by an Educator prior to the start of school each morning. On-site children are signed out by an Educator at the Service before they walk to their classroom. Off-site children are signed out by an Educator at the designated drop-off point of each school.
- For children whose transportation is arranged by the families, families need to discuss with the Service about the departure point where the child is handed over to the driver of designated transport. The child will be signed out by an Educator upon delivering the child to the driver.
- When a child is being collected from our Service, the Parent/Guardian or authorised person must sign out the child via the QK Kiosk. A KCS Responsible Person also has the authority to sign the child out on behalf of the Parent/Guardian/authorised contact.
- The Responsible Person will acknowledge each child's departure from the Service to ensure children are only collected by an authorised person listed on the child's enrolment form.
- Our Service closes at 6pm daily and children must be collected by this time. Late fees will be applied to your account if you collect your child after 6pm, please see Fee Payment Policy for further information.
- If the parent or authorised person forgets to sign the child out, they will be signed out by the Responsible Person.
- At the end of each day Educators will check the Service (indoor and outdoor) to ensure that no child remains on the premises after it closes.
- Children may leave the premises in the event of an emergency, including medical emergencies but this will be communicated to the Parent/Guardian.
- Attendance records are captured in QK Kiosk.

## Authorisation to Collect Your Child

- Any person who is collecting a child from the Service must be listed on the child's enrolment form as an emergency contact and have authority to collect the child as per the enrolment form. It is the responsibility of Parent/Guardian to keep this information up to date.
- Additional family members or friends recorded on the enrolment form as an emergency contact with 'authorisation to collect' can sign in or out the child/ren from the Service. These authorised persons can set up their own log in at QK Kiosk when first signing in/out the child.
- When collecting the child, the authorised person may be asked by the Responsible Person to produce some photographic identification before signing out the child from the Service. If

the Responsible Person cannot verify the person's identity, they may be unable to release the child into that individual's care.

- In case of an emergency or for one-off occasions (e.g. the child is being picked up by a friend's parent), Parent/Guardian should email these details to [childcare@kcs.org.au](mailto:childcare@kcs.org.au) or complete an *Authorisation To Collect* form at the Service. When collecting the child, the authorised person may be asked to produce some photographic identification by the Responsible Person before the RP signs the child out of the Service and into their care.
- If someone under the age of 18 is going to collect a child (e.g. older sibling), Parent/Guardian should complete an *Additional Authorisation* form and return it to the Service or email it to [childcare@kcs.org.au](mailto:childcare@kcs.org.au) prior to the arrangement.

### **Independent or Sibling Sign Out Authorisations**

- Permission may be given by a Parent/Guardian for a child to independently arrive or depart the Service if the child is in Years 5 or 6. A parent must return a completed *Authorisation for Child to Independently Arrive/Depart the Service* form prior to this occurring.
- Permission may be given for a sibling to collect a child from our care. A parent must complete the *Authority to Collect Children* form prior to this occurring.
- Children leaving the Service independently or with a sibling must report to and be signed out by the Responsible Person.

### **Person Denied Collection of Child**

- Parent/Guardian should forward a copy of the court order and any photo (if possible) to the Service if a particular person (including a biological parent) is denied access to a child.
- Educators will attempt to prevent an unauthorised person from entering the Service and taking the child if the safety of other children and the Educators are not compromised. However, Educators will not be expected to physically prevent any unauthorised person from leaving the Service. In such cases, the parent with custody will be contacted along with the local police.
- 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.
- If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Service.
- Educators cannot prevent an incapacitated parent from collecting a child but would consider their obligations under the relevant child protection laws.

### **Late Collection of Children**

- Parent/Guardian should notify the Responsible Person via the Service mobile phone if their child/ren are going to be collected later than expected so the child can be informed to minimise unnecessary anxiety.
- If there are children still present upon closing at 6pm, the Service would ensure a minimum of two Educators remain until all children are collected. Parents/Guardians should be aware

that Educators have their own family commitments, including their own children to collect by a designated time. Educators working beyond their normal rostered hours would be paid for do so, as such, a late collection fee will be applied to your account. The late collection fee is charged in 15 minutes blocks or part thereof (e.g. if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks). The late fee will be captured by the QK Kiosk and added to the childcare invoice.

- Families who are continually late to collect children may jeopardise their child/ren place at the service. Should this be the case, a representative from KCS will contact the Parent/Guardian to discuss the matter in line with this policy.
- Should this non-compliance continue, the Service reserves the right to terminate a child’s enrolment.
- KCS has an obligation to abide by the relevant child protection legislation. Unless alternative arrangements have been made for the collection of the child or the Service has received notification from the Parent/Guardian of their reason for being late and a timeframe of collection, the Service may need to notify the local police station and/or the NSW Department of Communities and Justice when a child has not been collected by 6:30pm.

**Source**

- Australian Children's Education & Care Quality Authority (2014).
- Early Childhood Australia Code of Ethics (2016).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations (2017).
- Guide to National Quality Framework (2018).
- Revised National Quality Standard (2018).

**REVIEW**

Version	Description of changes	Author	Effective Date
1	Compliance with NQF and rebrand	Oonagh McCallan	January 2016
2	Review of procedures due to addition of Kogarah Public School	LM OMC SR	Feb 2016
3	Separate the policy and procedures. Review the sign in and out procedure due to the change of CCMS to Qikkids.	Tury To	August 2020