



Annette's Place Inc

Arrival and Departure Policy

To maintain the wishes of families as per their preferences submitted into the enrolment form. (Families who are separated cannot deny another parent access to the child at the Service unless there is a court order in place).

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

Children (Education and Care Services) National Law NSW	
99	Delivery and collection of children

PURPOSE

Annette's Place aims to ensure the protection and safety of children, staff members and families accessing the Service. Educators and Staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Service in case of emergencies.

SCOPE

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



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IMPLEMENTATION

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

ARRIVALS

- 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 have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust. Leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by the person responsible for verifying the accuracy of the record. This will include the time and parent/guardian signature. (Qikkids Kiosk is considered a legal signature.)
- Should families forget to sign their child/children in, National Regulations requires a staff member to sign the child in and out. Staff are to ensure all children are signed in/out on arrival and departure of the centre.
- Qikkids Kiosk can be accessed from a mobile device in the case of an emergency to account for all children.
- 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 a child has arrived and is on the premises.
- A child's medication needs or any other information should be passed on to one of the child's educators by the person delivering the child.
- A locker or shelf space will be made available to children and their families. A name card will be posted on the lockers nominating each child.
- 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 Nominated Supervisor stating that one parent has sole custody and responsibility.
- In the case of an emergency, where the parent/guardian or a previously authorised contact is unable to collect the child, the parent/guardian or person responsible for the child (as listed on



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enrolment form as being able to collect) may telephone the service and arrange an alternative person to pick up the child. This contact will then need to be authorised in writing to the service.

DEPARTURE

- Parents/guardians are to advise their child's educator if someone different is picking up their child. This person is to be named on the enrolment form or provided in writing.
- Photo identification will need to be sighted by an educator. If educators cannot verify the person's identity they are unable to release the child into that person's care.
- All children must be signed out by their parent/guardian or person who collects the child from our service. If the parent/guardian or other person forgets to sign the child out they will be signed out by a staff member.
- 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.
- Parents/guardians must arrive in time to collect their child/children and leave the premises by 3:30pm (Preschool) and 6.00pm (Long Day Care and Out of School Hours Care).
- In the case of a particular person being denied access to a child, the service requires a written notice from a court of law. Educators will attempt to prevent that person from entering the service and taking the child, however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent/guardian with custody will be contacted along with the local police. The court order overrules any requests made by parents/guardians to adapt or make changes.
- 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 anyone under the age of 16 to collect children.
- 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, if possible without the child being present
 - Suggest they contact another parent/guardian or authorised nominee to collect the child.
 - Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an



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incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.

- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

VISITORS

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our service must sign in when they arrive at the service, and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

LATE COLLECTION OF CHILDREN

- If there are children still in attendance at the Service upon closing, a minimum of two Educators must be present.
- Instruction to families: Annette's Place is not licensed to have children in attendance after 6:00pm. This is a breach in the Education and Care Regulations.
- A late fee of \$20 for every 10 minutes (or part thereof) will be charged for each child not collected by service closure time.
- If you know that you are going to be late, please make arrangements for someone else to collect your child.
- If you have not arrived by 5:50pm you will be contacted. If we are unable to contact you we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them.
- Due to licensing and insurance purposes, if by 6pm neither you nor any of your authorised contacts are available or contactable, we will contact the police station to collect your child. A sign will be displayed at the Service notifying you of your child's whereabouts. If this occurs we will be obliged to contact Family and Community Services and inform them of the situation.



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Source

- Australian Children's Education & Care Quality Authority
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- ECA Code of Ethics.
- Guide to the National Quality Standard.
- Revised National Quality Standard 2018

Review

Policy Reviewed	Modifications	Next Review Date
January 2017	Regulation amendments have been incorporated	January 2018
October 2017	Updated the references to comply with revised National Quality Standard	September 2018
January 2018	- Minor changes made to support compliance	January 2019