

## Arrival and Departure of Children Policy

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### NQS

QA2	2.3	Each child is protected
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### National regulations

99	Delivery and collection of children
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### Aim

This policy specifies the procedures to be followed when dropping off and collecting children from the service. These procedures ensure that children's safety is paramount at all times and no child is collected by a person whose identity is unknown by educators.

### Related Policies

Child Protection Policy  
Communication Plan for Educators, Staff and Families

### Who is affected by this policy?

Management  
Educators  
Parents  
Children

Guidelines for delivery and collection of your child are put in place for the safety and well-being of your child.

- In order for children to feel secure and safe, it is important that they 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. This will include the time and parent signature. Parent's also needed to advise us who will be collecting the child/ren.
- Sign in sheets are to be used 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 your child has arrived and is in the building.
- A child's medication needs or any other information should be passed on to one of your child's educators by the person delivering the child.

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to the Director as an authorised contact for the child. Photo identification will need to be sighted by a Primary Contact Educator.
- 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.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the service.
- 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.
- Children will need to be signed out on the same sheet as they were signed in.
- Parents are requested to arrive to collect their child/children by 6.15pm. This will allow parents time to speak to the educator and ensure that the service can close by 6.30pm as stated on our license.
- Basic information regarding the child's day will be listed on the sign in/out sheet
- 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 with custody will be contacted along with the local police and DHS. The court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.

## **Late Collection of Children**

- If there are children still present at the service upon closing, a minimum of two educators must also be present.

### Instruction to parents:

- Please remember that our educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child, two educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$15 per 15 minute block will be charged (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 and so on).

- If you know that you are going to be late, please notify the service and make arrangements for someone else to collect your child. If you have not arrived by 6.20pm, you will be contacted. If at 6.30pm we are unable to contact you and your child has not been collected, 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 7pm neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect. A sign will be displayed at the service notifying you of your child's whereabouts. If this occurs we will be obligated to contact DHS and inform them of the situation.

## Review

The policy will be reviewed annually.

Review will be conducted by:

- Management
- Employees
- Family Members
- Interested parties

**Last reviewed: November 2013**

**Date for next review: November 2014**