

J – ARRIVAL AND DEPARTURE OF CHILDREN

Effective from: September 4, 2018
Contact officer: Coordinator of Children's Services
Next review date: 2- 4 years / as required
File Reference: 1825/29.5
Related Policies/Local Laws/Legislation:

- Education and Care Services National Regulations 2011. CI 99,158-161,168,176
- National Quality Standard: QA 2 & 7

Related Documents:

- ACECQA – Guide to the National Quality Framework – updated 2018
- ECA Code of Ethics (2016)
- Wingecarribee Children's Services Policy and Procedures

PURPOSE

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.

Wingecarribee Children's Services is committed to:

- Ensuring the safe and documented arrival and departure of children in all our Services
- Maintaining records as per legislative requirements
- Supporting children to settling into the service each day.

SCOPE

This policy applies to:

Wingecarribee Children's Services Staff employed by Wingecarribee Shire Council

Wingecarribee Family Day Care Educators as Agents of the Approved Provider – Wingecarribee Shire Council

All children and families accessing care with Council's Children's Services

All volunteers and students engaged with Wingecarribee Children's Services.

DEFINITIONS



- Authorised Nominee – Are persons who the enrolling and or custodial parent/guardian has listed on the enrolment form as authorised to be able to either:
 - Collect/Deliver your child/ren to and from the Service (although the Service has limitations on who delivers a child to care)
 - Give permission for excursions out of the Service
 - Consent to medical treatment/ authorise administration of medication
 - Sign Illness, Injury, Trauma and Incident Reports on your child/ren

PROCEDURE

1. Arrival

- 1.1 Children are not to arrive at any of our Services unattended by a responsible adult accept in the following circumstances:
- 1.1.1 They are enrolled at Mittagong After School Care and are arriving directly from school.
 - 1.1.2 They are arriving on pre-arranged public or school transport and the appropriate transportation forms have been completed by their parent/guardian.
 - 1.1.3 They are being collected by an educator/staff member from a location other than the education and care service.
- 1.2 On arrival at the Service families/children must report directly to the educator/staff member to signal their arrival at the Service.
- 1.2.1 Young children are to be handed directly to the child's educator
 - 1.2.2 Children arriving from school must report directly to the service staff member who is signing the children in.
 - 1.2.3 Children arriving from a school bus must report directly to an educator/staff member to be signed into care
- 1.3 If a child is to be collected by a staff member or educator from an address other than the Service the "Attendance Record" must be taken on each occasion to be signed.
- 1.4 Educators and staff will welcome families and children on arrival at the Service and assist them where applicable to settle into the daily program.
- 1.5 All children's belongings and bags are to be stored in the designated places. These places need to be accessible to the children.
- 1.6 Any medications must be given directly to the educator/staff member who will check the family has completed the appropriate "Medication Authority Forms" and then store the medication as per service procedure. (The exception to this is for school age children with severe asthma and where the appropriate documentation has been received).



- 1.7** The Service accepts the responsibility of the child/ren once the child has been signed into care on the attendance record, either by the parent/guardian, authorised nominee or the educator/staff member.
- 1.8** An "Alternate Arrival/Departure Arrangement Form" must be completed by a parent/guardian for any child who is arriving at the service by an alternative means. For example; arriving on a school bus or walking from school to an education and care service.
- 1.9** Parents/guardians need to communicate with the staff/educator upon arrival any changes in relation to collection arrangements, to ensure the safety and wellbeing of each child. This could include:
- An alternative authorised nominee collecting their child from care in the afternoon.
 - A change in the "normal" arrival or departure time.
- 1.10** Children who arrive at our After School Care Service without an active booking will be referred to Mittagong Public School Office (where applicable) or parents/guardians will be contacted to collect them immediately. The child will not be able to participate in the program.
- 2. Attendance Records**
- 2.1** Accurate attendance records will be kept and checked each day.
- 2.2** The custodial parent/ guardian responsible adult delivering a child/ren to the Service must sign the attendance register and record the accurate time of arrival and their signature.
- 2.3** When a child arrives at the Service unaccompanied by a parent (e.g. where a child is collected after attending school or arrives on a school bus) educators/staff will note their time of arrival and sign to indicate that the child has arrived and is now in the care of the Service.
- 2.4** If a child does not attend for any reason the Service will enter the absence on the attendance record and the parent/guardian must then verify the absence by signing/initialling the attendance record. If it is an additional absence (beyond the 42 allowable absences) the parent/guardian must provide supporting documentation if claiming Child Care benefit (CCB).
- 2.5** The educator in Family Day Care or service Supervisor in the Out of School Hours Service is responsible for checking the attendance records daily to ensure all children have been collected from care and signed in and out of care.
- 3. Authorised Nominee's for collecting children**
- 3.1** The Service MUST have written authorisation from the custodial parent/guardian(s) for persons other than themselves to collect their child/ren from the Service. This information is generally collected on the Service enrolment form. The information required includes:



- The full name of those people authorised to collect the child/ren
 - The relationship of the authorised nominee to the child.
 - The address of the authorised nominee (this is necessary for confirming ID, upon collection)
 - The contact numbers and email address of the authorised nominee.
- 3.2** Authorised nominee's must be over 18 years of age or a legal guardian to the child/ren.
- 3.3** The authorisations will be reviewed annually by the Service as part of the re enrolment process however parents/guardians must advise the Service in writing of any changes as soon as practically possible.
- 3.4** The parent/guardian may update or add an authorised nominee to collect their child/ren on their enrolment at any stage in writing. The written notice must contain the following information:
- The capacity of the authorisation.
 - The authorised nominee's full name, address, contacts numbers and email address.
 - Relationship to the child.
- 4. Collection of Children**
- 4.1** Children **MUST** be collected by the closing time of the Service.
- 4.2** A Child will leave the Service only:
- with a custodial parent/guardian or authorised nominee.
 - with an authorised delegate as a part of a documented excursion under Regulation 99 of the Education and Care National Regulations.
 - to receive emergency medical treatment.
- 4.3** The custodial parent/guardian/authorised nominee who is collecting the child must sign the Attendance Record and indicate the accurate time of departure.
- 4.4** The custodial parent/guardian/authorised nominee must ensure that a staff member is aware that they are collecting the child/ren from the Service.
- 4.5** The parent/guardian must advise the Service of an authorised nominee collecting their child/ren from the Service where this is not the usual arrangement. The Service will inform the child to avoid any unnecessary anxiety or stress.
- 4.6** The Service should be notified as soon as possible where the child will be collected later than expected to avoid any unnecessary anxiety for the child.
- 4.7** The Family Day Care Educator or Supervising Staff Member at the Out of School Hours Service will allow a child to leave the centre with an authorised parent/guardian/nominee who appears able to appropriately care for the child. Staff and educators will always act in the interest of the safety of the child, themselves and other children in the Service. It is at the educators'/staff members' discretion to determine if they believed the person authorised to



collect the child is unable to appropriately care for the child based on the individual case and circumstances.

4.8 A child is no longer considered the responsibility of the Service once they have been "signed out" of care.

4.9 Where a child is not collected from the Service, and the educator/staff have made several attempts to contact both the custodial parent/guardian and Authorised Release Nominee's, the Service will contact the Police and other relevant authorities and will follow their instructions and advice.

5. Absent and Missing Children

5.1 Families are required to notify educators/staff as early as possible if children will be absent from the Service. Educators/staff will record the absence on the "Attendance Record" for the parent/guardian to sign on the child's return to care.

5.2 Families will be informed of their notifying responsibilities upon enrolment and through the parent handbook.

5.3 An "Alternate Arrival/Departure Arrangement Form" must be completed by a parent/guardian for any child who is arriving at the service by an alternative means. For example; arriving on a school bus or walking from school to an education and care service. On this form parents/guardians sign a disclaimer to confirm they have emergency plans in place for the safe collection of their child where they do not arrive at the designated education and care service or designated meeting place. The Service does not have the capacity to search off site for missing children.

5.3 Missing Children – Centre Based Care

Should a child not arrive at the service or not be waiting in the designated area where expected, staff/educators will:

5.3.1 Ask the other children of their knowledge of where the child might be. (Centre Based Only)

5.3.2 Approach the school office and ask for information regarding the child's attendance at school.

5.3.3 If the child was absent from school, call the custodial parent/guardian to confirm their absence and remind them of their responsibility to keep the service informed of their attendance. (A fee may be charged – see Councils fees and charges)

5.3.4 If the child was present at school and the school staff are unaware of their whereabouts, staff will ask the school staff for their assistance in searching for the child in the school area. Supervision of the other children is a major consideration.

5.3.5 Staff will attempt to contact the child's parents/guardians and if necessary other authorised nominee's to endeavour to determine the child's location. Continue attempts to contact until the child has been located.



- 5.3.6 Staff may contact the local bus company if the child regularly collects the school bus on days they are not in care.
- 5.3.7 If the child remains missing and staff remain concerned for the safety and wellbeing of the child the police will be contacted. The Service will endeavour to keep the parent/guardian or authorised nominees informed and vice versa. Staff will inform the Coordinator of Children's Services at this point or prior, particularly where additional support is required to help physically locate the child.
- 5.3.8 An "Incident, Injury, Trauma and Illness Form" will be used to document the incident.
- 5.3.9 The Coordinator of Children's Services will report the incident to the Department of Education and Communities (DECs) and the Department of Education (previously DWEER) as a serious incident within 24 hours of the incident occurring.

5.4 Contingencies for After School Care Children in Family Day Care

- 5.4.1 Family Day Care Educators are not in a position to leave their premise to collect a child from an alternate location unless prearranged and documented as an excursion.
- 5.4.2 Where a child does not arrive as planned Educators will promptly contact the child's parent/guardian so they can exercise their emergency plan.
- 5.4.3 The Educator will inform the Coordination Unit and where applicable the Educator and Service Staff will assist the parents in locating the child.
- 5.4.4 An "Incident, Injury, Trauma and Illness Form" will be used to document the incident.
- 5.4.5 The Coordinator of Children's Services will report the Incident to the Department of Education and Communities (DECs) and the Department of Education (previously DWEER) as a serious incident within 24 hours of the incident occurring.

Approved By:



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