

▲ DELIVERY/COLLECTION OF CHILDREN; ARRIVAL, DEPARTURE AND ABSENCES

▲ NQS

Element 2.2 Each child is protected.

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

Element 2.2.2: Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

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

Education and Care Services National Regulations: 99; 158(1), (b), (c); 165(3)

▲ PURPOSE

The purpose of this policy is to outline the procedures for arrival, departure, and absences at a FROEBEL service during the operational hours of **7.30 am – 6pm**, Monday – Friday.

▲ POLICY

This policy ensures the safe arrival and departure of children enrolled at a FROEBEL Early Learning Centre. Educators, employees, and families of FROEBEL are responsible for completing all required legislative documents which apply to the arrival, departure and absences of children who attend the services.

- Only a parent or authorised nominee can collect the child from the premises or leave the premises, in accordance with the written authorisation of the
 - child's parent or authorised nominee as per child's enrolment record or
 - a person authorised by the parent through hub station
- Children may depart and return to the service, for an excursion in accordance with regulatory requirements and FROEBEL excursion policy.
- Children may be given into the care of a person or taken outside the premises because the child requires medical, hospital, ambulance care or treatment due to another emergency.
- Appropriate use of entry codes to all services.

Please note that "parent" does not include a parent who is prohibited by a court order from having contact with the child.

▲ PROCEDURES

The following guidelines must always be followed, to ensure the safety of the children. A record of attendance is to be completed each day, upon arrival and departure. This is kept at the service, and includes the full name of each child attending, arrival and departure times and a record of who signed the child in/ out on Hub

▲ ARRIVAL

All children must be **signed IN** via a sign-in station upon arrival at the centre. We encourage all our families to use the **contactless option to sign children in and out**.

- Signing in is essential for emergency evacuation procedures.
- Signing in is a requirement for families as FROEBEL is required to record attendances.
- Signing in assists educators in knowing who has arrived at the service

Children can be signed in by:

- The parent or authorised person who delivers the child to the education and care service premises (each authorised person must use their assigned log in detail, if you are unsure of details speak to an educator for assistance)
- The nominated supervisor or an educator
- Children and siblings under 18 are **NOT** authorised to sign a child in.
- If the parent or authorised person forgets to sign the child in, they will be signed in by the Nominated Supervisor or an educator.
- Whilst parent(s)/ caregiver(s) are on the premises they continue to be responsible for their child(ren) until the transition to educator takes place
- An Educator will be available at arrival time to support children feel safe and secure at this transition time from parent/caregiver.
- Door codes for entry must **ONLY** be entered by the authorised person.

▲ DEPARTURE

- Children must be collected first from their room and **then** signed out upon departing the centre.
- A late collection fee will be applied as per FROEBEL Fee Policy when the parent/ caregiver arrives after **6pm** to collect and sign out their child.
- When arriving to collect your child and signing out after **6pm** the parent /authorised person and educator will sign a 'late sign out form' as a record to manage late collection fees.
- Signing out is essential, as it assists educators in knowing who has left the service.
- Signing out can only be by the parent **or** authorised person who collects the child from the education and care service premises **or** the nominated supervisor **or** an educator.
- Signing out is essential for emergency evacuation procedures.
- If the parent or authorised person forgets to sign the child out, they will be signed out by the Nominated Supervisor or the Responsible Person on duty.
- Children and siblings under 18 years of age, are **NOT** authorised to sign a child out.
- The Responsible Person on duty will confirm with the late shift educators on duty and verify all children have been signed out of the service. If a child is not signed out

educators will check all areas of the centre to ensure no child remains.

- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer to Excursion Policy).
- Children and siblings under 18 years of age, are **NOT** authorised to sign a child out;
- The Responsible Person on duty will check Xplor at the end of each day and clarify with the other educators on closing shifts from each room that children have been collected and will sign out those that have not been signed out.

▲ **ABSENCES**

- For unexpected absences use the Xplore Home App to notify the centre that your child will be late or absent for that enrolled day.
- For planned absences, use the Xplore Home App to select the days your child will be absent. Should your circumstances change, you will need to contact the centre director; once planned absences have been entered you cannot change them from the Home App.

▲ **PERSON COLLECTING THE CHILD**

No child will be released into the care of an unauthorised person (e.g. court orders concerning custody and access) and/or any persons not known to educators. If educators do not know the person by appearance, the person must be able to produce photo identification to prove that they are a person

- authorised to collect the child on the child's Enrolment Form
- has been given permission through hub access
- in exceptional circumstances when a hub guest has not been able to be set up in time, a parent may email the centre director with the details of who will collect the child and that person must provide photo ID on arrival at the service.

If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:

- Ensure the safety of all children and adults at the service and implement lockdown procedures if required.
- Ring the police on **000**.

Parents must give prior notice when:

- The person collecting the child is someone other than those mentioned in the enrolment agreement, e.g., in an emergency.
- The person nominated by the parent must be able to produce photo identification.
- Parents must give prior notice of any variation in the persons picking up the child. If notice is not given, and educators cannot contact the parent, the child must not be released into the care of that person.

- Nominated Supervisors 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 18 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, the educators are to bring the matter to the person's attention before releasing the child into their care. Wherever possible, such discussion is to take place without the child being present. Educators are to suggest that they contact the other parent or emergency numbers from the Enrolment Agreement, inform them of the situation and request they collect the child as soon as possible. If the person refuses to allow the child to be collected by another authorised person, educators are to inform the police of the circumstances, the person's name, and vehicle registration number (if applicable).

If a parent or authorised nominee has not arrived by **6.00 pm** the Nominated Supervisor/Responsible Person will:

- Attempt to contact the parents or other authorised nominees.
- Leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline.
- Wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.

▲ **GENERAL PROCEDURES**

In addition, the Nominated Supervisor or Responsible Person will:

- At 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.
- That children should be signed out and leave the premises by **6.00pm**.
- Inform families that the signing in and out creates lists which are used for emergency evacuations and need to be completed on arrival and on departure from the service.

▲ **EDUCATORS WILL**

- Greet families and find out about the child's needs for the day and forward information to relevant team members.
- Set up the environment with familiar areas for children to enjoy when they are settling into care.
- Changes in the environment will be discussed where suitable, with children and families to promote consistency and to help children feel secure in their setting.
- Support children to participate in an experience, assist with separation for both adults and children and to say goodbye.

- Be available at the end of the day to communicate how the child's day was and share any important messages which need to be passed on to families, including any changes in the child's routine, accident reports or medication needs.
- Educators will ensure that children are never left unsupervised to prevent them from leaving the premises without authorisation.

▲ **FAMILY MEMBERS WILL:**

- Communicate any changes of routine with educators.
- Ensure educators are informed and provided with up-to-date details about who is authorised to collect children, and complete relevant documentation;
- Encourage families to interact in the environment, to build relationships, to open communication networks and to ensure the safety of children when being delivered and collected from the service.

▲ **SOURCES AND FURTHER READING**

- Education and Care Services National Regulations 2011
- Parent Handbook

▲ **ASSOCIATED POLICIES**

- Enrolment and Orientation
- Fees and Termination of Enrolment
- Emergency response and evacuation
- Provision of Child Safe Environments/Supervision

▲ **POLICY REVIEW**

- The Centre (together with educators and families) will review this policy every 12 months.
 - The Approved Provider and Centre Director ensure, that at all times all educators maintain and implement these policies and procedures.
 - Families are encouraged to collaborate with the Centre to review the policy and procedures.
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- **Last review:** 27.11.2023
 - **Next review:** 27.11.2024