



ARRIVAL AND DEPARTURE POLICY

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1. Aim

An accurate record of child attendance is critical to ensure that the correct child/staff ratios are being met by the service, emergency drills are effectively executed and are a requirement of the Education and Care Services National Regulations 2011.

Practical and safe approaches to the delivery and collection of children at the education and care service will promote a smooth transition between home and the service

A duty of care exists at all times the child is attending a children's service. In addition, the service has a duty of care to a child while he/she is on the service's premises even if he/she hasn't yet been signed into the service or has been signed out of the service, and is legally under the care and supervision of the parent/guardian (refer to Supervision of Children Policy).

A child may only leave the education and care service premises under any of the following circumstances:

- a parent/guardian or authorised nominee collects the child
- a parent/guardian or authorised nominee provides written authorisation for the child to leave the premises
- a parent/guardian or authorised nominee provides written authorisation for the child to attend an excursion, or
- the child requires medical, hospital or ambulance treatment, or there is another emergency.

2. Strategies

Attendance Sheet

- A record of attendance that is kept at the service, includes:
 - Date;
 - the full name of each child booked to attend for that day;
 - arrival and departure times; and
 - the signature of the person who delivers and collects the child or that of the Nominated Supervisor or an educator.

3. Review of the Attendance Sheet

- Nominated Supervisor and/or Educators will regularly review the attendance sheet throughout the day to ensure its accuracy at all times.
- In instances when a parent or authorised nominee has not signed the child in, a staff member will sign to confirm that the child is in attendance.

- When an educator from each room leaves for the day they will check the sign in/out sheets and sign any child that have left that they have seen go home with the family/authorised pick up to help the educators on close.
- Prior to closing the service, 2 Educators must verify all children have been signed out of the centre. If a child is not signed out, educators/staff members will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains. Educators will contact the child's parent/guardian/educator to confirm that they have been collected and this will be noted on the attendance sheet.

4. Overview

- Educators
- Children
- Staff
- Families
- Management
- Visitors

5. Authorised Nominees

- On enrolment, parents/guardians are to provide the names of two people who are authorised nominees for the purpose of collecting their child/ren from the service.
- Authorised Nominees should be over 18 years of age to sign a child out. This is not a regulation but best practice.
- Authorised Nominees will be required to show photo ID to educators prior to collecting and signing out child/ren.
- Staff members are to check the name on the photo ID against the list of approved persons to collect a child and sign the roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list.
- If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents will be contacted immediately.

Please note: Both parents have lawful authority of their children and are consequently permitted to remove children from the services' care unless a Magistrates Court or Family Law Court make different orders prohibiting contact with the child. Court orders must be provided to the service and will be stored with the child's enrolment information

6. Concerns for the Safety, Health and Wellbeing of Children

Educators and staff will always act in the interest of safety for the child, themselves and other children in the care and education service. If staff members are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact an authorised nominee to collect the child.

- Situations when this may occur include:
 - when a parent or other person who is authorised to collect the child seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child; and
 - when a young person who is authorised to collect the child, for example a sibling, does not seem sufficiently mature to safely care for the child.

7. Responsibilities for the Approved Provider

The Approved Provider of an education and care service must –

Ensure the service operates in accordance with the Education and Care Services National Law 2010 and Education and Care Services Education and Care Services National Regulations 2011.

8. Responsibilities of the Nominated Supervisor

- Provide supervision, guidance and advice to ensure adherence to the policy at all times.
- Ensure children are adequately supervised and are protected from harms and hazards.
- Ensure children do not leave the education and care service premises except in accordance with the Education and Care Services National Regulations 2011 (for example, with a parent, on an authorised excursion, or for emergency medical treatment).
- Ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when:
 - permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the Education and Care Services National Law 2010, or
 - the supervisor is aware the parent is prohibited by a court order from having contact with the child.
- Ensure an unauthorised person (as defined in the Education and Care Services National Law 2010) is not at the service while children are present unless the person is under direct supervision.

9. Responsibilities of the Educators

The Educators of an education and care service must –

- Ensure accuracy of attendance record at all times.
- Be available for individual greeting and settling of children.
- Provide a supportive and welcoming environment for children and families to assist with separation and settling.
- Follow all service procedures regarding the delivery and collection of children.

At closing time, two Primary Contact staff will:

- Check the sign in/out sheets to see if all children have been signed out.
- Contact all parents of children who have not signed out to ensure they are aware of where their child is. This will only occur when an educator has not witnessed the child leaving the centre.
- Thoroughly check all beds/cots and all areas of the premises, indoor and outdoor.
- Sign the bottom of the sign in/out sheet to confirm that all children have left the premises.
- If a child has not been picked up refer to “Uncollected Child Policy and Procedure”.

10. Responsibilities of the Families

- Completely fill in the details of the attendance sheet at the service upon arrival and at the time of departure, including signature. Where using online attendance sheets. This will be done using a unique four-digit pin to the family.
- Communicate any changes of routine with educators.
- Leave your child in the direct care of a staff member.
- Ensure educators are aware your child has been collected from the service.
- Provide the service with any court orders relating to your child.

11. Related Statutory Obligations & Considerations

Australian Children’s Education and Care Quality Authority (ACECQA) <http://www.acecqa.gov.au/>
Children and Young Persons (Care and Protection) Act 1998 -

Department of Education - <http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care>

12. Related Telephone Numbers

- Early Childhood Directorate – 1800-619-113

13. Amendment History

Version	Amendment	Short Description
1	New Policy Review	Policy template reformatted – use of different headings to make clearer reading.

This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.