



POLICY STATEMENT Children Services Unit

ARRIVAL AND DEPARTURE OF CHILDREN

POLICY ADOPTED: August 2014

Policy Objective:

To ensure the safety and wellbeing of children, when the responsibility of the child is being passed to and from the Educator. Clear procedures need to be in place to ensure children only leave the premises with the correct authorisation.

An accurate record of child attendance is critical to ensure that there is a record of the children being cared for or educated by the service and that the correct child/educator ratios are being met.

Policy Statement:

Practical and safe approaches to the delivery and collection of children will promote a smooth transition between home and the service, assure the completion of the required records and confirms the child's presence or absence from the service. This ensures that the child's arrival and departure at the service continues their safe care and custody, and that the service is meeting its duty of care obligations under the law.

Statutory Legislation & Considerations:

Children (Education and Care Services National Law Application) Act 2010
Education and Care Services National Regulations 2011: Regulations

Definitions:

In this policy 'staff' refers to staff employed by Bland Shire Council Children Services Unit and educators registered with the Bland/Temora Family Day Care Scheme.

Responsibilities:

The Approved Provider will:

- ensure the Service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children.

The Nominated Supervisor will:

- ensure parents/visitors may enter the Service at any time unless such entry would pose a risk to the safety of children/Educators or breach court orders regarding access to children.

The service will:

- maintain records of attendance including:
 - the date,
 - the full name of each child booked to attend for that day;
 - arrival and departure times;
 - identification (name/signature) of the person who delivers and collects the child or the responsible person or educator;

- Bland/Temora Family Day Care and Mobile Resource Unit has implemented a technology platform which includes the use of electronic signatures (or e-Signatures) resulting in parents/authorised nominees signing children into and out of care using e-Signature technology.
- provide professional development in arrival and departure procedures with staff and Educators during Educator Induction training;
- explain to families the procedures and legal obligations of delivery and collection of their children;
- on enrolment request parents/guardians provide the names of people who are authorised nominees for the purpose of collecting their child/ren from the service and/or authorising an educator to take the child outside the education and care services premises (excursion);
- where notified of any changes to the collection of a child which may be a 'one off' occurrence, request an email/text stating the change prior to collection including the name of the individual;
- request parents provide relevant documentation and information relating to any person who is not permitted to collect their child (court order, AVO). This documentation will be recorded at the service in a confidential manner and only accessed to establish days, times and persons;

Please note: The service is bound by the rulings of the Family Court.

The Service is unable to deny or prevent access to any child by a guardian who can show they are the natural parent of the child. Educators have no legal right to prevent the removal of the child from the service who can provide such documentation unless under a direct court order/ruling.

In the event that there is an attempted removal of the child by the non-custodian parent or unknown persons, Educators will assess the risk of the situation, prioritising the safety of all within the service.

Educators are encouraged to make a safe attempt to retain the child within the service. In the event of the child being removed from the Service details of the time, description of person, car registration and possible location of the child must be immediately forwarded in the first instance the police, the Nominated Supervisor/Approved Provider and the custodian parent.

This incident must be documented and submitted to the relevant authorities.

- Develop rosters (centre based services) to provide for continuity of care for the families and children throughout the day.

The Educator will:

- ensure the child may only leave the Service if the child is given into the care of:
 - a parent of the child (unless prohibited by a court order);
 - an authorised nominee named in the child's enrolment form;
 - is taken on an excursion/regular outing as per authorisations;
 - requires medical, hospital or ambulance care or treatment.
- if the person collecting the child appears to be unfit to take responsibility for the child, attempt to persuade and assist the parent to seek alternative arrangements before releasing the child into their care; Educators and staff will always act in the interest of safety for the child, themselves and other children in the care of the service. It is at the educators'

discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances;

- ensure authorised nominees are asked to show photo ID prior to collecting and signing out children if not known to the Educators. Educators are to check the name on the photo ID. If there is any query in regard to the person collecting the child, Educators should contact the child's parent for verification;
- prior to closing the service, verify all children have been signed out of the service. If a child is not signed out, the Educator will check the service and look for clues such as bags in lockers to ensure no child remains. This will be recorded on the attendance sheet. Educators are to contact the child's family to confirm the child is in the care of their family;
- review the attendance record. Where parents or authorised persons have not signed in, the educator will note that the child is in attendance. Families will be reminded to complete this record;
- set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting;
- greet families and find out about the child's needs for the day;
- support children to participate in an activity, assist with separation for both adults and children and to say goodbye;
- welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in the child's routine, accident reports or medication needs.

In addition, Family Day Care Educator will:

- ensure that arrival and departure of school children is in accordance with Arrival/Departure details provided by family;
- ensure that the entrance to the Educator's premises is securely locked at all times to prevent children leaving the premises unattended and unauthorised entry of persons. Ensure gates and fences are secure to prevent children from leaving the environment.

Families will:

- complete attendance records as required at the service;
- be asked to provide relevant documentation and information relating to any person who is not permitted to collect their child (court order, AVO). Families are responsible for informing Service management of custody and access arrangements on enrolment, and must advise the Service immediately of any subsequent alterations to these arrangements;
- notify the Service of any changes to the collection of their child which may be a 'one off' occurrence. If this occurs an email/text must be received by the Service prior to collection verifying the name of the individual;
- ensure all authorised nominee information is current;
- on occasions where a parent will be delayed it is requested that the parent make contact with the Service to make arrangements for late collection;
- if a parent fails to collect the child the Responsible Person/Educator will attempt to contact the parent, if unsuccessful contact is to be made with authorised child emergency contacts. In failing to contact authorised emergency contacts, police are to be notified;
- communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child;
- remain responsible for their child whilst they are on the education and care premises.

Authorised Nominees will:

- be 16 years of age or older;
- provide photo ID prior to the collecting and signing out of child/ren if unknown to Educators.

References:

Australian Children's Education and Care Quality Authority (2020) Guide to the National Quality Framework.

Education and Care Services National Law 2010

Education and Care Services National Regulations 2011

Appendices:

Nil

Authorisation:

Status	Committee	N/A		
	Manex	N/A		
Owner	Director of Corporate and Community Services			
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Superceded Policy	Delivery and Collection of Children			
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August 2014	0	9.12		
9 October 2018	1		August 2020	
11 May 2021			October 2022	
Related Council Policy/Procedure				