

**POLICY STATEMENT**  
**Children Services Unit**  
**SAFE ARRIVAL AND DEPARTURE OF**  
**CHILDREN**

**AUTHORISATION**

<b>POLICY TYPE:</b> <i>(Council or Operational)</i>	Operational
<b>POLICY LOCATION:</b> <i>(eg. Corporate, Engineering, etc.)</i>	Community
<b>RESPONSIBLE OFFICER:</b> <i>(by position title)</i>	CSU Coordinator
<b>AUTHORISED BY:</b> <i>(GM or Director Title)</i>	Director Corporate and Community Services
<b>DATE ADOPTED:</b>	28 June 2022
<b>ADOPTED BY:</b> <i>(Manex or Council)</i>	Manex
<b>MINUTE NO:</b> <i>(If required)</i>	
<b>REVIEW DUE DATE:</b> <i>(Four years unless statutorily required sooner)</i>	May 2024
<b>REVISION NUMBER:</b>	

**DOCUMENT HISTORY**

<b>VERSION NO.</b>	<b>DATE</b>	<b>DESCRIPTION OF AMENDMENTS</b> <i>Include names of former policies that this policy will replace if applicable</i>	<b>AMENDED BY</b> <i>(Where required)</i>
0	August 2014		CSU Coordinator
1	October 2018		CSU Coordinator
2	May 2021		CSU Coordinator
3	May 2022		CSU Coordinator

**REVIEW OF THIS POLICY**

This Policy will be reviewed within two (2) years from the date of adoption or as required in the event of legislative changes. The Policy may also be changed as a result of other amendment that are to the advantage that Council and in the spirit of this Policy. Any amendment to the Policy must be by way of a Council Resolution for all policies categorised as “Council” policies or the approval of the General Manager for all policies categorised as “Operational” policies.

## 1. Purpose:

The purpose of this policy is to guide educators about the safety and wellbeing of children during transition times, between the parents and the service during drop off and collection times.

## 2. Scope:

This policy document applies to all educators and staff at Bland Shire Children Services Unit

## 3. Outcomes:

To clearly advise staff, educators and families about the safety and wellbeing of children during arrival and departure times. With the aim to promote a smooth transition between home and the service, whilst meeting regulation requirements, law and the service providing its duty of care.

## 4. Roles and 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 (during high transmission rates of COVID-19 an educator will complete this on the parents behalf);
  - 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 (during high transmission rates of COVID-19 an educator will complete this on the parents behalf);.
- 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, authorising an educator to take the child outside the education and care services premises (excursion), being an emergency contact (should the parent be uncontactable), authorise medical treatment/administration of medications and authorise transportation of the child;
- 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 record;
  - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises;
  - in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record;
  - is taken on an excursion/regular outing as per authorisations;
  - is transported by the service or on transportation arranged by the service in accordance with Regulations;
  - requires medical, hospital or ambulance care or treatment and in the case of another emergency.
- 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 (during high transmission rates of COVID-19 an educator will complete this on the parents behalf);
- 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.

**TRANSPORTATION BY SCHOOL BUS SERVICE TO AND FROM A BLAND SHIRE CHILDREN SERVICE (including Family Day Care residents)**

**Educators will**

- Ensure that written authorisation has been obtained from the parent/guardian, including an 'Application for Transport by Bus' form, for the child being transported before the child is able to utilise the school bus service.
- The nominated educator will document the time and date each child embarked or disembarked the bus. The nominated educator will conduct a sweep of the bus upon morning arrival and sign (including full name) that all children have disembarked.
- Not accept children into care prior to the specified service times.

- In the instance, a child is not on the morning bus for collection, liaise with the school bus driver as to whether the child boarded the bus, and if so conduct a search of the bus in consultation with the school bus driver. If the child is still unaccounted for, alert the Nominated Supervisor and clarify the child's whereabouts with the parent/guardian. If required, procedures for a lost child are to be followed, including notifying Police immediately and being guided by their direction.
- Family Day Care – In the instance; a child/bus does not arrive to the FDC residence on the afternoon bus service, Educators will communicate with the parent/guardian confirming if the child was to be on the bus service, or if the parent had collected directly from school. If the child was to be on the bus, together the parent and educator will contact the bus company to seek child's whereabouts. The educator will also advise Coordination unit about the situation. If required, procedures for a lost child are to be followed, including notifying Police immediately and being guided by their direction.
- In the instance; a child does not arrive at home at the expected time, Educators will communicate with the parent/guardian confirming if the child boarded the bus, and if so giving the time and bus details as recorded. If the child did not board the bus, Educators will liaise with parents regarding if the child remains at the service or has been collected by an authorised nominee.
- Place the child on the relevant designated bus, unless notification of a change of transport arrangement is received in writing. It is the parent/guardian responsibility to advise the service in writing (email or text is acceptable) of any current day changes in travel arrangements for the child. Long term and permanent changes will require a new "Bus Application" to be completed and approved to reflect the new schedule.

### **Parent/guardian will**

- Contact the service asap to advise if their child is sick or away on a scheduled bus service day.
- Make arrangements for the child's travel directly with the relevant school bus company. This transport arrangement is between the School Bus Service(s) stated on the permission form and the parent/guardian.
- Provide a completed 'Application for Transport by Bus' form signed by both the parent/guardian and bus driver. Written approval must be given from the Nominated Supervisor prior to the child commencing using school bus transport to travel to and from a Bland Shire Children Service.
- Review this application at the beginning of each year to ensure that information on the child's bus travel arrangements held by the service is current.
- Advise the school bus driver that the child cannot arrive at the relevant service prior to the times indicated below and must be handed to a staff member on arrival.
  - a) Bland Preschool – children must not be dropped off prior to 8.30am.
  - b) Ungarie Preschool – children must not be dropped off prior to 9am.
  - c) MRU Friday Class - children must not be dropped off prior to 8.30am.
  - d) Family Day Care – arrangements must be made with the individual Educator and the Family Day Care Coordination Unit.
- Give permission for the staff/Educator, on the parent/guardians behalf, to sign the child into the service and note the time of arrival and departure via the Attendance Register.
- When a child is starting to use a school bus service for the first time, implement strategies such as a 'bus buddy' for the child, for example a family member or friend to guide the child to support safety. Personally introduce the child to the driver to ensure the child is known to the driver.
- Acknowledge that the Bland Shire Council and Bland Shire Children Services Unit are not liable or responsible for children outside times stated in the Attendance Register.

- Be aware of all location specific and general road safety requirements including details about where to park to deliver and collect children, observe speed limits in the vicinity of the service, using the 'safety door' (the rear kerbside door), driveway safety and role modelling safe road use.
- Communicate any issues or concerns relating to the child's safety or wellbeing to the Children Services Unit.

## **5. Definitions:**

In this policy 'staff' and "educators" refers to staff employed by Bland Shire Council Children Services Unit and educators registered with the Bland/Temora Family Day Care Scheme. This policy also refers to families currently enrolled within a Bland Shire Children Services program.

## **6. Legislation and Supporting Documents:**

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

## **7. Relationship to Community Strategic Plan:**

This policy supports Council's Delivery Program Strategy 4.2: Provide quality, accredited and affordable Education and Care Services within Bland Shire and surrounds (Bland Preschool, Family Day Care, Mobile Resource Unit, Vacation Care and Toy Library services).

## **8. Attachments:**

NIL