



QDPA Arrival, Departure and Authorisation Policy

Children attending preschools under the management of Queanbeyan and District Preschool Association are allocated specific days of attendance. Parents and carers are asked to adhere to the following guidelines which take into consideration:

- the safety of children and educators
- staff employment hours
- operating hours of preschools
- Education & Care Services National Regulations 2011

Our preschools requires authorisation for actions such as collection of children, excursions, administration of medications and providing access to personal records. This policy outlines the correct procedure for arrivals and departures as well as what constitutes a correct authorisation and what does not, and may therefore result in a refusal. We will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011.

To maintain the wishes of families as per their preferences submitted into the enrolment form. Families who are separated cannot deny another parent access to the child at the Service unless there is a court order in place.

National Quality Standard (NQS)

Quality Area 2: Children's Health and Safety		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect

Education and Care Services National Regulations



QUEANBEYAN & DISTRICT PRESCHOOL ASSOCIATION

Children (Education and Care Services) National Law NSW

99	Delivery and collection of children
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PURPOSE

We aim to ensure the protection and safety of children, staff members and families accessing all QDPA Preschools. Educators and Staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Preschool in case of emergencies.

SCOPE

This policy applies to children, families, staff, management and visitors to Preschools.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

Arrivals

Each child must be accompanied into the Preschool by a parent or guardian and handed into the care of an educator. Parents or guardian must sign the attendance register indicating the time of arrival. A child who arrives earlier than the scheduled time will be accepted at the discretion of the educators, provided two educators are present. An educator will check that all attending children have been signed in at the start of day and those absent will be noted. If a child is present and not signed in an educator will sign to confirm attendance on that day. Families/family member or delegated authority will remain responsible for their child whilst they are on the premises.

- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person delivering them. Saying goodbye helps to build trust - leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by the person responsible for verifying the accuracy of the record. This will include the time and parent signature. Parent's also needed to advise staff who will be collecting the child/children if this will be different to normal.
- Families will be reminded on departure to sign their child/children into the Service.
- Should families forget to sign their child/children in, **National Regulations requires the nominated supervisor to sign the child in and out.**



QUEANBEYAN & DISTRICT PRESCHOOL ASSOCIATION

- Sign in sheets are to be used in the case of an emergency to account for all children.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that your child has arrived and is in the building.
- A child's medication needs or any other information should be passed on to one of your child's educators by the person delivering the child.
- A locker/shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.
- In the case of a separated family, either biological parent is able to be added as a contact in writing, unless a court order is provided to the Preschool Director stating that one parent has sole custody and responsibility.
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. A second staff member will witness the phone call. This contact will then need to be authorised in writing to the Preschool.

Departures

At the end of each day at least one educator will stay with the group of children releasing each child as the parent or carer arrives to collect each child. Other available educators will monitor the exits to ensure each child exits with the adult authorized to collect the child. Each child must be collected from the Preschool by a parent, guardian, or a person nominated on the enrolment card as authorised to collect the child. A child will leave the centre only with a parent, authorised nominee, an authorised delegate as a part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact). The person collecting the child must sign the attendance register indicating the time of departure.

- Parents are to advise their child's educator if someone different is picking up their child, both verbally and on the sign in/out sheet. This person is to be named on the enrolment form or added in writing to Management as an authorised contact for the child.
- The exits gates will have signage indicating that only children in the care of an authorized adult will exit.
- Photo identification will need to be sighted by a Primary Contact Educator. If educators cannot verify the person's identity they may be unable to release the child into that person's care.
- All children must be signed out by their parent or person who collects the child from our Preschool. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor/Director.
- Children will need to be signed out on the same sheet as they were signed in.



QUEANBEYAN & DISTRICT PRESCHOOL ASSOCIATION

- Parents are requested to arrive to collect their child/children by the time stipulated for collection.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service.
- In the case of a particular person being denied access to a child, the service requires a written notice from a court of law. Teachers and educators will attempt to prevent that person from entering the service and taking the child, however the safety of the teacher/educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent with custody will be contacted along with the local police. The court order overrules any requests made by parents to adapt or make changes. For the protection of the children and staff door security is in place on all classroom doors and access is via staff only.
- 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 16 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, educators will:
 - Discuss their concerns with the person, if possible without the child being present
 - Suggest they contact another parent or authorised nominee to collect the child
 - Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child.Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws.
- At the end of each day teachers and educators will do a final check of the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

Visitors

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our Service must sign in at the front office when they arrive at a preschool, and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.

Late collection of children

- If there are children still present at the Service upon closing, a minimum of two Educators will remain with the child at all times.
- Instruction to parents; "Please remember that our teachers and educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore



QUEANBEYAN & DISTRICT PRESCHOOL ASSOCIATION

both have to be paid overtime. To cover this, a late fee of \$5.00 for every 5 minute block will be charged to your preschool fee account.

- If you know that you are going to be late, please notify the Preschool as soon as possible and make arrangements for someone else to collect your child.
- If you have not arrived within 10 minutes you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them”.
- Due to licensing and insurance purposes, if neither you nor any of your authorised contacts are available or contactable, we may need to take your child to the police station for you to collect.
- A sign will be displayed at the Preschool notifying you of your child’s whereabouts. If this occurs we will be obligated to contact Family and Community Services and inform them of the situation.

Custodial Parents

Both parents have authority to collect their child from the Preschool, unless the educators have a copy of a court order which denies access to one of the parents. If a non-custodial parent arrives to collect a child, the educators will contact the custodial parent immediately. If the non-custodial parent attempts to use aggression and force the police will be called and their immediate attendance requested.

Authority to collect a child

If a person other than a parent is to collect the child, the educators must have written permission from the parents either listed on the enrolment card, or in the form of a letter or a phone call for a one-off situation. Children will not be allowed to leave the Preschool with anyone other than those authorised, or with any person under the age of twelve.

Collection by siblings

Children will not be allowed to leave with a sibling under the age of twelve unless prior arrangement has been made with the Director.

Taxi

Children will not be placed in a taxi to travel home unless accompanied by an authorised person.

The Nominated Supervisor will:

1. Ensure documentation relating to authorisations contains:
 - a. the name of the child enrolled in the service;
 - b. date;



QUEANBEYAN & DISTRICT PRESCHOOL ASSOCIATION

- c. signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
 - d. the original form/letter/register provided by the service.
2. Apply these authorisations to the collection of children, administration of medication, excursion and access to records.
 3. Keep this authorisation in the enrolment record.
 4. Exercise the right of refusal if written or verbal authorisations do not comply.
 5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

SAFETY

If a parent or guardian who is visibly under the influence of drugs or alcohol arrives to collect a child – and the educators have concern for the child's safety – then the following procedures will be adopted:

- The educators will aim to calm the parent whilst trying to contact the next person on the enrolment card.
- If the parent intends to transport the child in a vehicle the police will be called and advised of the registration number.
- If the parent becomes aggressive the police will be called and their immediate attendance requested.
- Directors are to document the incident and refer to *Child Protection Policy* for guidance.

ITEMS TO BE PROVIDED BY

PARENTS

- Snack and lunch. Refer to the *Food and Nutrition* policy.
- An easily opened bag to carry lunch, spare clothes and other belongings.
- A spare set of clothes.
- A wide-brimmed hat or a legionnaire hat.
- A coat for outdoor play during the colder months.
- A library bag.

ILLNESS

Parents should notify the staff if their child is diagnosed with an infectious disease. In such cases, parents will be required to follow the *Staying Healthy (5th Edition) "Preventing infectious diseases in EC Education & Care Services."* regarding exclusion from Preschool. Refer to *Health and Safety* policy.

If a child arrives at Preschool and is visibly unwell, the parents will be asked to take the child home. For example, if the child has a streaming runny nose indicating a heavy cold, congested cough indicating a chest infection, or has discharge from the eyes indicating conjunctivitis.

If a child becomes unwell during the day, the parents will be contacted and asked to collect the child. This will particularly apply in the case of vomiting or diarrhea.



If a child has a temperature of 38 degrees Celsius or higher they are to be excluded from the centre. If a child develops a high temperature during the night, the child should not attend the centre the following day. A child will be excluded from the centre for 24 hours after their temperature returns to normal. For further details, please refer to the Health Policy.

UNEXPLAINED ABSENCES

If a child does not attend preschool for two weeks, and there is no explanation for the absence, then the educators will attempt to contact the parents.

If the parents cannot be contacted, and the fees have not been paid for the period of the absence, then the child's name will be removed from the class roll and the position offered to the next child on the waiting list.

Session fees are required to pay preschool operating costs therefore fees need to be paid during absences including sickness and holidays which are taken during school terms.

Source

- Australian Children's Education & Care Quality Authority
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- ECA Code of Ethics.
- Guide to the National Quality Standard.
- Revised National Quality Standard 2018

Review

Policy Reviewed	Modifications	Next Review Date
November 2018	Up-dated	November 2019