



# QDPA Arrival and Departure Policy

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	<b>Wellbeing and comfort</b>	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	<b>Safety</b>	Each child is protected
2.2.1	<b>Supervision</b>	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	<b>Incident and emergency management</b>	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
2.2.3	<b>Child Protection</b>	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

### 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.



### Arrival

- 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.**
- 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.

### 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.
- 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.
- 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



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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 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.

### 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



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### Review

<b>Policy Reviewed</b>	<b>Modifications</b>	<b>Next Review Date</b>
November 2018	Up-dated	November 2019