



Arrival and departure

- Signing in and signing out
- Authorisation for collecting children
- Late collection of children

Policy information

Kids@Weldon staff have a shared responsibility with families to ensure the safe arrival to and departure from our education and care programs and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and/or school and Kids@Weldon. The required signed attendance record supports each family's claim for Commonwealth Child Care Benefit and confirms a child's presence or absence from the program, which is critical information should a serious incident occur and we are required to evacuate or lock down the premises. The attendance record verifies a child's arrival and departure at a Kids@Weldon program and continues their safe care and custody.

Our policy in action

We will:

- Ensure the safe and documented arrival and departure of children attending our programs
- Support children in settling into our early childhood and school age programs each day through continuity of educators and positive interactions within the community of the service
- Ensure that records of children's arrival and departure are implemented through an effective record keeping system in compliance with legislated requirements

Statutory legislation and considerations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000
- Family Assistance Law

Strategies for policy implementation

As the approved provider or our delegated authority will:

- Ensure a record of attendance is kept at each program, which includes the full name of each child attending, arrival and departure times, signature of the person who delivers and collects the child or the nominated supervisor or educator.
- Ensure that a child will leave the program 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.)



Attendance record – signing in and signing out

Our responsible person will:

- Review the Sign In and Out Sheet.
 - Where parents or authorised persons have not signed in an educator/staff member will note that the child is in attendance on the attendance record by initialising the attendance record
 - Ensure that two staff members verify all children have been signed out of the program. If a child is not signed out educators/ staff members will check all areas of the centre to ensure no child is still in attendance. This will be confirmed via a statement on the Sign In/Out Sheet
 - Where a child does not attend for any reason the responsible person will enter the type of absence/allowable absence on the attendance record and ensure the family verifies the absence by signing the attendance record.
 - Remind families to complete all no-signed attendance records
- Request a '**signed authority to release**' form from the family prior to allowing anyone other than those listed on the enrolment form to collect a child from the service or the family will have provided details of the person collecting the child over the telephone. The person collecting the child will need to be able to verify those details with a driver's license or other form of photograph identification
- Allow a child to leave the centre only with an authorised person who appears able to appropriately care for the child. Educators and staff will always act in the interest of safety for the child, themselves and other children in the education and care program. 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

OOSH specific:

- Where a child is attending before school care, the educator responsible for escorting the child/children to school will sign the child/children out of the Kids@Weldon program and deliver the child/children to school, the responsible educator will undertake a 'roll call' on leaving the child/children on the school grounds
- Where a child is attending after school care, the educator responsible for collecting the child/children from school will undertake a 'roll call' prior to leaving the school premises and again on arriving at the Kids@Weldon program, the responsible educator will then sign the child/children into care
- Kindergarten age children will be escorted to and collected from their classrooms for their first month of term

Parents/guardians or delegated authority will:

- Sign each child in and out of the program upon arrival and at the time of departure, on the record of attendance / sign in, sign out sheet with a full signature. Failure to complete the attendance records will impact on the families eligibility to claim Child Care Benefit
- Note and sign times with regard to departure to and arrival from school times
- Remain responsible for their child whilst they are on a Kids@Weldon premises



Arrival and departure – the experience for child and family

Our responsible person will:

- On orientation and on the first day of attendance, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that sign on sheets will be used for emergency evacuations and need to be completed to ensure the safety of children
- Develop staffing rosters that provide for continuity of care for children and families

Educators and staff will:

- Set the environment with familiar areas for children to enjoy as they are settling into care/preparing for the school day. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their environment
- Greet families and find out about the child's needs for the day
- Support children to participate in an activity, assisting 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

Parents/guardians or delegated authority will:

- Communicate any changes in routines to educators, this communication may include:
 - information about medication
 - changes to home/care routines
 - a change in the time of arrival or departure for their child/children
 - a known authorised adult is picking up their child/children
 - a person other than a known authorised adult is picking up their child/children, in this situation additional documentation/information is required refer below: authorisation for collecting children

All changes must be known by educators to ensure the safety and wellbeing of each child

Authorisation for collecting children

- The names and contact number of all persons authorised to collect the child/children from the centre must be included on the Enrolment Form. Any changes to these authorities must be advised in writing to the program by the parent/guardian as soon as possible
- If the enrolling parent/guardian arranges for an authorised person to collect their child from a Kids@Weldon program, they must contact the service to advise of this arrangement and confirm who will collect the child. If this person is unknown to educators, the person will be asked to provide photo identification
- Children will not be released to any person under the age of 18 years unless an authorisation has been provided by the parent/guardian or the parent of the child is under the age of 18 years



- If Kids at Weldon has not been notified and someone other than the parent/guardian arrives to collect the child the nominated supervisor/educator will contact the parent/guardian to obtain his or her authorisation. The child will not be released until the parent /guardian's authorisation has been obtained.
- If the authorised person is not known to the service, the parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity, a copy of which will be required by Kids at Weldon and placed on the child's file

Late Collection

- Kids@Weldon hours of opening are clearly displayed at the entry to the program
- Special circumstances i.e. traffic accident or vehicle breakdown, will be given consideration in relation to the administration of late collection fees
- If the parent/guardian has not contacted Kids@Weldon and the child has not been collected 15 minutes after the booked/advised collection time, the service will attempt to telephone the parent/guardian or if this is not possible, telephone the emergency contact people listed on the child's enrolment form, to arrange for the child's immediate collection
- If no-one can be contacted and the child has not been collected 30 minutes after the services normal closing time, educators will follow the Procedure for Late Collection.
- When a parent/guardian is continually and regularly late arriving at the centre to collect their child, the nominated/certified supervisor will discuss other childcare options with the family

Procedure for late collection

Kids@Weldon will ensure the care of children not collected by the program's closing time. However, families are expected to abide by program opening and closing hours. A late collection fee is applicable to a child/children not collected by program closing time; exceptions will be made in extreme or emergency situations. For information as to the late collection fee charge refer to the *Fees policy*.

- If a child has not been collected 30 minutes after program closing time, and the parents /guardians of the child, nor other emergency contact person has been able to be contacted, the responsible person present will contact:
 - the nominated supervisor/coordinator and decide a course of action
 - contact the relevant child protection agency (child safety) to advise them of the situation and consult on what action to take
- In the interests of protecting the child and educators, two educators will remain at the program while the child is in attendance
- Educators will care for the child's needs (i.e. provide a snack) and reassure the child if he or she is anxious, provide the child with some activities and, if appropriate, settle the child down to sleep (young child)
- If the educators present are unable to remain at the centre to care for the child, the nominated supervisor/coordinator will attend the program

Arrival and Departure

Date for next review: February 2019



Kids@Weldon

- Kids@Weldon may decide to contact the police to find out if the parent has been involved in an accident, or to ask the police to take action to try to locate the parent/guardian
- When the parent/guardian or emergency contact person arrives to collect the child they will be required to complete and sign the attendance record, and discuss the payment of the late fee
- Educators will advise the child protection agency/police (if contacted), and the nominated supervisor/coordinator that the child has been collected

Ongoing strategies to address late collection

- The arrival and departure policy will be highlighted to parents at the time of enrolment, be available on the Kids@Weldon website and provided in writing on request
- Families are required to update their own and their emergency contact numbers as they change. A system of regular reminders will be implemented through program newsletters, notices in the entry area, a letter to parents, or other means
- Families will be encouraged to name additional emergency contacts, who they expect would be available and able to assist in an emergency. This could include trusted neighbours, if the family does not have relatives or friends on hand to assist.
- Families will be advised to plan their day in order to ensure they collect their children prior to program closing time
- This policy will be reviewed regularly with educators, and an agreement reached as to how the staffing of late collections will be managed. Management understands that an educator's personal situation may limit their ability to remain at the program after hours, and will not impose pressure on educators to unwillingly take on these extra duties. Where families are continually late to collect children, the following process will be followed to address continuing issues:
 - The nominated supervisor/coordinator will speak with the parent to alert them to the grievance process, and to discuss any difficulties the parent is experiencing in collecting their child by program closing time. Strategies for the parent to adhere to program hours will be discussed, and the parent will be asked to give a commitment to implementing these strategies
 - On the next late collection, there will be a discussion with the parent and a letter will be sent advising them that another late collection of their child will result in the cancellation of their place at the program

Policy availability

- This policy will be readily accessible to educators/staff, families and visitors and ongoing feedback on this policy is invited

Review

- Management and staff will monitor and review the effectiveness of this policy regularly. Update information will be incorporated as required



Evaluation

- Children will depart our programs with parents/guardians or delegated approved persons
- Arrival and departure times will provide an opportunity for the sharing of information between educators and parents
- Sign and sign out requirements for our funding bodies are met

Procedures

The following list of procedures supports the implementation of this policy.

- Enrolment Form
- Complaints
- Notification of complaints and incidents form (NI01)
- Late Collection Procedure (contained within policy)
- Orientation checklist – in enrolment form
- Attendance records

Links to other policies

The following policies may be linked to this policy:

- Complaints and Feedback
- Confidentiality and Privacy
- Enrolment and Orientation
- Equal Opportunity
- Establishing a Protective Environment
- Fees Policy
- Partnerships and Communication with Families
- Supervision

The National Quality Framework

Education and Care Services National Regulations 2011: 99; 158,168 (2) (f)

National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010)

Standard 2.2: Elements 2.2.1; 2.2.2, 2.2.3. Standard 7.1 Elements 7.1.1, 7.1.2, 7.1.3

Sources

- Department of Education, Employment and Workplace Relations
- Community Child Care Cooperative NSW – NQF Policies in a Box
- PSC National Alliance – IPSP Online Library - policies

Policy Details

Review Date: February 2018

Date for next Review: February 2019