

## Policy Introduction and Purpose:

Arrival and departure times are planned to promote a smooth transition between home and Weldon's programs. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being. To ensure the health and safety of children at our program, our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

## Our policy in action

### Weldon's responsibilities:

- Ensure a record of attendance is kept at each program, which includes the full name of each child attending, arrival and departure times, the digital signature of the person who delivers and collects the child or the nominated supervisor or educator.
- Ensure that only authorised persons can collect children. Ensure that written authorisation is provided for temporarily authorised persons and identification matches these details before allowing access into the Program and allowing children to leave.
- Assist and support families and authorised persons to complete the sign-in process on arrival each day, and sign out process on departure at the end of each day
- Greet families and find out about the child's needs for the day and support children in settling into our programs
- 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
- The responsible person will ensure that the sign in and out records match the attendance on each session
- Ensure that the responsible person confirms all children have been signed out of the Program at the end of each session. If a child is not signed out educators/ staff members will check all areas of the Program to ensure no child is still in attendance. This will be confirmed via a statement on the Sign In/Out device
- 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.
- Follow the late collection of children procedure if required
- record, and discuss the payment of the late fee

#### School-Aged Children programs:

- Each program is to follow their site-specific drop off and collection of children procedure.
- 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 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 the school will undertake a 'roll call' before leaving the school premises and again on arriving at the 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 the term

#### Family responsibilities:

- Ensure an authorised person completes the sign-in process on arrival each day, and sign out process on departure at the end of each day
- Ensure the contact details of authorised persons is current and correct and recorded in Hubworks or via email
- If a person who is not listed as an authorised person is required to collect a child at any time, written authorisation and identification details are provided to the Program. The temporary authorised person must provide identification matching these details before being granted access to the Program.
- Arrive to collect children within operational hours. A fee for late collection of children may apply. For information as to the late collection fee charge refer to the Fees policy. When a parent/guardian is continually and regularly late arriving at the Program to collect their child, the enrolment may be reviewed.

#### Late Collection Procedure

- If the parent/guardian has not contacted Weldon and the child has not been collected 15 minutes after the booked/advised collection time, the responsible person will attempt to telephone the parent/guardian. If this is not possible, the emergency contact people listed on the child's enrolment form will be contacted to arrange for the child's collection.
  - 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 Area Manager who will decide a course of action.
- Where possible, two educators will remain at the Program while the child is in attendance. If the educators present are unable to remain at the Program to care for the child, the nominated supervisor/coordinator will attend the Program and/ or the Area Manager.

- 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)
- When the parent/guardian or emergency contact person arrives to collect the child they will be required to complete and sign the attendance

### Links to other policies

The following policies may be linked to this policy:

- Complaints and Feedback
- Confidentiality and Privacy
- Enrolment and Orientation
- Providing a Child Safe Environment
- Fees Policy
- Supervision

### Sources

- Australian Children's Education & Care Quality Authority. (2014).
- Education and Care Services National Law Act 2010. (Amended 2018).
- Education and Care Services National Regulations. (2011)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
- Guide to the National Quality Standard. (2020).
- Revised National Quality Standard. (2018).