



Arrival and Departure of Children Policy

Quality Area 2: Children's health and safety

Standard 2.1 Each child's health is promoted.

Standard 2.2: Healthy eating and physical activity are embedded in the program for children

Standard 2.3: Each child is protected.

Guidelines for delivery and collection of your child are put in place for the safety and wellbeing of your child.

- In order for children to feel secure and safe it is important that they 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 wonder if they have been left behind.***
- All children need to be signed into the attendance register. This will include the time and parent signature. Parent does also need to advise us who will be collecting the child / children.
- Sign in register is to be used in the case of an emergency to account for all children.
- The staff will complete the attendance register if for any reason it is not completed by the parent/guardian or carer. The parent is required to co-sign as soon as possible due to Child Care Benefit requirements.
- Once the attendance register has been signed and time of delivery entered by the parent/guardian or carer or the parent/guardian or carer leaves the service, the supervision of children on the premises becomes the responsibility of the staff members.
- Once the attendance register has been signed and the time of collection noted, the children's supervision is the responsibility of the parents/guardians or carers even if they are still on the premises.
- 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 requirements or any other information should be passed on to one of your child's Educators by the person delivering the child.
- 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 the Nominated Supervisor as an authorised contact for the child. Photo ID will need to be sighted by a Primary Contact Educator. The ID will be photocopied and kept on file at the Service.

- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Nominated Supervisor stating that one parent has sole custody and responsibility.
- Educators are expected to act upon their duty of care and can refuse the collection of the child from the premises if the person coming to collect the child does not seem sufficiently mature to safely care for the child (such as an older sibling i.e. under 18 years of age) or appears too ill or affected by alcohol or drugs to safely care for the child.
- Educators will contact police if they fear for the safety of the child, their own safety and that of others in the centre.
- 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. The parent or person responsible for the child will be asked their password and/or driver's license number before this contact will be authorised. An Educator will witness the phone call. This contact will then need to be authorised in writing to the Service.
- 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.
- Parents are requested to arrive to collect their child/children by **5.15pm**. This will allow Parents time to speak to the Educator and ensure that the service can close by **5.30pm** as stated on our opening and closing hours.
- Basic information regarding the child's day is available to all parents and this can be obtained from the child's portfolio or educator. We suggest viewing the portfolio regularly.
- In the case of a particular person being denied access to child/children the Service requires a written notice from a Court of Law. Educators will attempt to prevent that person from entering the Service and taking the child, however the safety of the 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 and DOCS. The court order overrules any requests made by parents to adapt or make changes.
- **For the protection of the children and Educators, parents are asked not to give our front door code to anyone other than those absolutely necessary.**
- As Educators finish their shift, before they leave the floor, they will check the sign-in sheets in their room and ensure that the ratios are being maintained and not compromised by the Educator leaving. It is expected that an Educator will stay if needed to maintain ratios. If this is the case, Educators should report the situation to management so the roster can be revised and amended if necessary.
- The supervision of children who accompany their parents/guardians or carers, but are not enrolled at the service at that time, is the responsibility of the parents/guardians or carers while they are on the premises.

Late collection of Children

- If there are children still present at the Service upon closing, the child to educator ratios must be met. *(Instruction to parents; "Please remember that our 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 a late fee of **\$15.00 per 15 minute** block will be charged (e.g. if you are **5 minutes** late*

*you will be charged for a **15 minute block**. If you are 20 minutes late you will be charged for **two 15 minute blocks**, etc.”)*

*(“If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child. If you have not arrived by **5.20pm** you will be contacted. If at **5.30pm** 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”.)*

- ***If by **6pm** 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 DOCS and inform them of the situation”.)***

This policy was made with consideration to the Education and Care Services National Regulations, Department of Education and Communities.

Date that the policy was last updated or revised; April 2016

Signature of Director: _____

Nurture and Nature Private Preschool