

2.4 Arrivals and Departures of Children Policy

The service's responsibility for the child begins when the child enters the premises and ends when the child leaves the premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the people who may collect children from the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Child Protection Act 1999 and Regulations 2000*
- *Australian Government Department of Education Children's Services Handbook*
- *Duty of Care*
- National Quality Standard 2.2 Each child is protected
- Policies: 2.3 – Educator to Child Ratios, 2.12 - Managing Duty of Care – Non-Attending Children, 2.14 – Bookings and Cancellations.



Procedures

HOURS OF OPERATION

Before School Care: 6.30am – 8.30am

After School Care: 2.45pm – 6.00pm

Vacation Care: 6.30am – 6.00pm

Pupil Free Days: 6.30am – 6.00pm

All children will be signed in and out by the parent, carer, or other person whom the parent/carer has nominated on the enrolment form, or subsequently in writing, as being authorised to do so (authorised nominee).

- **Before School Care:** All children must be signed in by an authorised person and signed out by an educator.
- **After School Care:** All children must be signed in by an educator and signed out by an authorised person; and
- **Vacation Care/Pupil Free Days:** All children must be signed in and out by an authorised person.
- Educators may sign children in and out of the service as requested by an authorized person/carer. i.e extracurricular activities, leaving the service unaccompanied, parent/carer unwell and unable to enter the service, no capacity to sign in or out

Absences and non-signature sessions will be acknowledged by the parent/carer via QK Kiosk and must be confirmed by an authorised person as soon as possible.

Cancellation of bookings will only be accepted by parents/carers. Children are not to phone to cancel or make bookings.

As from when the child has been duly signed in by the authorised person, the service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave the service unaccompanied, or to be released to a person other than the parent or carer of the child, or to an authorised nominee as permitted under the above procedure. If in doubt, the Nominated Supervisor/Responsible Person will contact a parent/carer immediately to discuss.

Where no written authority has been given, the parent/carer may give permission by email and telephone, for an alternative person to collect the child or for the child to leave the service unaccompanied. The parent must provide the name of any such person concerned and proof of their identity will be required on arrival.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval, is received from a known parent or carer of the child. These records (including documentation of verbal approval) will be kept.

Unauthorised Collection

If an unauthorised person attempts to remove a child from the service, the Coordinator/Responsible Person will be notified immediately. All efforts will be made to ensure that the child remains in the service. However, in doing so, the Coordinator/Responsible Person and/or educators are not to put the safety of themselves or others at risk.

If the child is removed from the service by an unauthorised person, the child's parent/carer will be notified, and the police will be called.

Details of the unauthorised collection will be recorded on an incident report form and will include the following information:

- Distinguishing features of the unauthorised person such as gender, ethnicity, hair length and colour, approximate age, clothing, height, scars, tattoos, etc.; and
- Details of any vehicles used to include the make, color, registration number and direction of travel.

The Coordinator/Responsible Person/Responsible Person will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

Late Arrivals and Departures

If children who are booked into the service for care have not arrived within fifteen minutes of expected arrival, the service shall implement a process for locating the child, such as a search of the classroom area and/or contacting the school office to see if the child attended school or had been collected during the day. If the child cannot be located, then the parent/carer will be contacted on the numbers provided. If necessary, the emergency contacts provided by parents/carers will also be contacted.

If at closing time children have not been collected or parents have not planned for collection within 15 minutes of normal closing time, parents/carers will be contacted on the most recent numbers, and if necessary, emergency contact numbers provided by the parent/carer.

In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

Children Unaccounted for During the Program

If a child is unaccounted for during the operating hours of the program, the Coordinator/Responsible Person will be notified immediately when the disappearance is discovered.

The Coordinator/Responsible Person will undertake a rapid and comprehensive search of the service's approved area to locate the child. If the child is not located, the child's parent/carer will be notified, and the **police may be contacted**

An incident report will be completed and will include information such as:

- Date, time, and location of the child when they were last accounted for.
- Details of the supervising educator and the circumstances surrounding their disappearance.
- Details of actions instigated to locate the child.
- What the child was wearing and any distinguishing features; and
- Time parent/carers and other agencies were contacted.

The Coordinator/Responsible Person will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

Children Leaving Without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the Nominated Supervisor/Responsible Person will assess the situation immediately and will call a parent/carer as quickly as reasonably possible.

The Nominated supervisor/ Responsible Person will assess the situation to determine if the police need to be contacted.

Educators will not leave the service to pursue a child if:

- It will or may leave the other children in the service with insufficient supervision; and/or
- It will or may expose that educator to an unacceptable risk of personal harm.

Refer to **Policy 2.4.2 Closing Procedure**

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	March 2021	May 2021
		FEB 2022	July 2022