



Bangalow Community Children's Centre
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Arrival & Departure Policy

Reviewed: June 2017

Legislation:	Education and Care Services National Regulations 2011 Children (Education and Care Services National Law Application) Bill 2010
Reference:	National Quality Framework Resource Kit 2011 Centre Support www.centresupport.com.au

Introduction

BCCC is committed to ensuring the safety of children, families and staff when delivering and collecting children utilising the service..

All operations and practices by the service and staff members must comply to the Acts/Regulations required by New South Wales. Governing bodies.

Goals

To ensure safe arrival and departure of children to the service

To ensure children are collected by responsible care giver/parent, over the age of 18.

Practices

The following guidelines must be adhered to at all times to ensure the safety of the children

Delivery:

- A Parent or delegated responsible person must ensure children are signed in. This also important information in the event of evacuation of the Centre. Failure to correctly fill in the sign in/out form may result in ineligibility for Childcare Benefit.
- All children should be brought inside the centre grounds and be taken to one of their regular staff members. It is not satisfactory to leave the child inside the building without staff being made aware of their arrival.
- The signing in procedure must include; the time of arrival, actual name of person delivering child and signature, (not the word mum or dad) expected collection time of the child , including actual name of the person collecting the child.

Collection:

- Parents/Carers are to ensure that the authorised collection list for each child is kept up to date.
- Even if the person collecting a child is authorised to collect the child on the child's enrolment form, if a staff member does not know or recognize this person, photo identification will be required.

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Collection (continued)

- If an authorised person has an emergency and has to send a non-authorized person to collect the child, then they will call the centre advising who will pick up the child. A physical description and name needs to be given. Ask this person for phone number in case of unmatched description. Staff then need to communicate to other staff this change and to record it in writing, sign and place in child's folder. The child will not be handed over unless the staff are satisfied with the I.D. produced (usually a driver's licence) and the description given by the authorised person fits the person collecting the child.
- If the person collecting the child appears unfit to take responsibility of the child eg intoxicated, or under the influence of drugs, the staff member must discuss their concerns with the collector and seek the support of the Certified Supervisor on duty. Staff are to offer to contact another authorized collector, identified on the child's enrolment form. If the person refuses to allow the child to be collected by another authorised person, staff members are to inform the police immediately and provide the person's name and vehicle registration number. If all strategies have been exhausted staff cannot prevent a child from being collected.
- The authorized collector must ensure that staff are aware that their child is leaving for the day and must sign their child out on the sign in/out sheet.
- If an adult is delayed in collecting their child at their nominated time then it is expected that parents notify the centre, to ensure enough staff are retained to cover ratios and keep children safe and secure.
- At the end of each day 2 staff members must check the service thoroughly including sleep rooms, storage cupboards and any possible hiding places both indoors and outdoors to ensure that no child remains on the premises after the service closes and must record that all children have left on the sign on sheet, with initial.

Collection of child where custody orders are in existence.

When a non-custodial parent comes to pick up a child:

- Children are not to be collected by a parent who has a custody or access order against them.
- Notify the Nominated Supervisor or Certified Supervisor in charge.
- Stay calm.
- Person in charge asks parent to leave child at Centre for the best interests of the child after explaining who is to pick up child that day (see sign-on sheet). Do not at any time put yourself or children's lives in danger.
- If situation is beyond your control:
 - you are obliged to ring the police
 - you are obliged to ring the custodial parent
- In event of danger, other staff to remove children to safe area and supervise.

Collection procedure in case of no written custody information (where staff are aware of a family dispute)

- A parent is entitled to take their child if there are no custody orders.
- Do not endanger yourself or children at any time.
- Explain to parent who is authorised that child is to be collected by signed in person.
- Explain it is in the best interests of child to be left at the Centre.
- Contact the signed in collector if possible.

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Collection of children when no written authorisation

(See also Safe Arrival & Department of Children).

- If a person comes to pick up a child who has no written authority to do so, and identity has been established, then:
- Check with parent by phone whether this person is able to take the child. If it is okay then explain to parent need for written authority for future collection.
- If it is not okay then explain to person wanting to collect child that this is not possible.
- **Remember, do not endanger children or staff at any time.**

National Regulations

- 99 Children leaving the education and care service premises
- 158 Children's attendance records to be kept by approved provider
- 176 Record of services compliance

National Law

- 165 Offence to inadequately supervise children
- 166 Offence relating to protection of children from harm and hazards

National Quality Standard

- 2.3 Each Child is protected
- 7.3. Administrative systems enable the effective management of a quality service

Linked Policies

Child protection policy

Evaluation and Review

This policy will be reviewed as per regulatory requirements or earlier should the need arise.

Family and staff feedback will be considered in the review process. Changes in legislation, regulations, NQF and standards will be considered.

Any changes to this policy will be communicated to families and staff.

