



# Epping Views Primary Outside School Hours Care **ARRIVAL & DEPARTURE POLICY**

Reviewed:	August 2019	Next Review Date: August 2020
Policy Owner:	Epping Views Primary School Age Care	
National Quality Standards (NQS)	2.1.1, 2.2, 2.2.1, 2.2.2, 2.2.3	
Related Policies, regulations and laws	Arrival and Departure policy, Enrolment policy, Orientation of new family's policy.  Education and Care Services National Law  Education and Care Services National Regulations. (2017).  Guide to the National Quality Standard (2018).  Early Childhood Australia Code of Ethics. (2016).	
<b>HOURS OF OPERATION</b>		
<b>BEFORE SCHOOL CARE:</b> 6.30am-8.45am		<b>AFTER SCHOOL CARE:</b> 3.30pm-6.30pm
<b>VACATION CARE:</b> 7.00am-6.30pm		<b>PUPIL FREE DAY:</b> 6.30am-6.30pm

## PURPOSE

Epping Views Primary Outside School Hours Care ensure the safety of children at our Service 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 but also used as a record of the children on the premises should an emergency evacuation be called.

We aim to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators will only release children to an authorised person as named by the parent/guardian on the individual child’s enrolment form.

This policy applies to children, families, staff, management, and visitors of the Service.

Guidelines for delivery and collection of children are put in place to ensure the safety and wellbeing of each individual child.

## PROCEDURE

### ARRIVAL AT SERVICE:

- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by a member of staff and have the chance to say goodbye to the person dropping them off. Saying goodbye helps to build trust, while parents/guardians leaving without saying goodbye could cause the child to think they have been left behind.
- All children need to be signed in by an authorised person: Note that the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the signature of the person dropping off the child.
- Families will be reminded to sign their child/children into the Service and will be encouraged to do so immediately upon arrival to avoid forgetting.
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in.
- Sign in sheets are to be used in the case of an emergency to account for all children.
- 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 the child has arrived and is in the building.
- A child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child.
- 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 Director stating that one parent has sole custody and responsibility.
- 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 person who has been arranged to collect the child/children must provide educator with photo identification stating who they are. I.e. Drivers licence or passport.

#### **ABSENT OR MISSING CHILDREN:**

- Parents must advise the service and educators as early as possible of their child/children's absence from school.
- If a child has not arrived at the Service and the parent has not contacted the Service to advise of the child/children's absence 15 minutes after the end of school bell has sounded an educator will contact the parent to clarify and confirm the situation.
- If a child is collected from the school early due to illness or other reasons the parent must notify the Service, using the Service's telephone message bank or via text message if the Service is unattended.

- If a child does not arrive at the Service at the expected time an Educator will:
  - Ask children in the school playground if they have seen the child or know where he/she is (phone parents to confirm if children say the child left school early).
  - Ask the child's teacher and/or office staff if they know of the child's whereabouts.
  - Ring the child's parent/s to enquire if they know of their child's whereabouts.
  - If parents believe the child should be at school, educators will search the school classrooms and premises with the assistance of teachers and any available persons.
  - The educator will immediately contact the school principal or delegate.
  - If the child cannot be found during this search, the child must be considered missing.
  - *If the parents have been contacted and the child is subsequently found, the Educator must immediately contact the parents to let them know.*

#### MISSING CHILDREN:

If a child is considered missing, an Educator or staff member will:

- Contact the police by dialling **000**.
- Contact the child's parents.
- Contact the school to inform them of the missing child.

#### DEPARTURE

- Parents are to advise the OSHC educators if someone different is picking up their child, verbally and via text message. The parent or guardian can add additional authorised persons to collect child/children via the online enrolment, then resubmit enrolment and let educators know.
- Photo identification must be sighted by an Educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from Epping Views Primary Outside School Hours Care Service. If the parent or other person forgets to sign the child out, they will be signed out by the nominated supervisor.
- Parents are requested to arrive to collect their child/children by 6.30pm.
- 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.
- In the case of a particular person (including a biological parent) being denied access to a child, the service requires a written notice (court order) from a court of law.

- Educators will attempt to prevent that person from entering the service and taking the child; however, the safety of other children and educators must be considered.
- Educators will not be expected to physically prevent any person from leaving the service.
- In such cases, the parent with custody will be contacted along with the local police.
- Where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service.
- A 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 their sign out pin number to anyone.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 18 years to collect children.
- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
  - Discuss their concerns with the person, without the child being present if possible, and
  - Suggest they contact another parent or authorised nominee to collect the child.
  - If the person insists on taking the child, Educators will inform the police of the circumstances, including the name of the person, and if possible, the make, colour, and registration number of the vehicle being driven, and the direction of travel when they left the Service.
  - Educators cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.
- At the end of each day educators will check indoor and outdoor premises including all rooms and toilets to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

## **DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE**

During periods of vacation care, policies and procedures will be followed as per *Arrival at Service*, and *Departure from Service*.

## **VISITORS**

To ensure we can meet Work Health and Safety requirements and ensure the safety of our children, individuals visiting our Service must sign in when they arrive at the Service, and sign out when they leave.

## LATE COLLECTION OF CHILDREN

- If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two Educators are present.
- 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 two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of an additional \$2 per minute will be charged. Please note, the late fee does not incur the CCS subsidy.
- If you know that you are going to be late, please notify the Service: If possible, make alternative arrangements for someone else to collect your child.
- If you have not arrived by 6:30pm you will be contacted. If 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.
- Due to licensing and insurance purposes, if by 6.30pm 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 Service notifying you of your child’s whereabouts. If this occurs, we will be obligated to contact Family and Community Services and inform them of the situation.