

# Only Early Learning Centre



## Child Arrival and Departure Policy

Centre Policy Number 36

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# Contents

Child Arrival and Departure Policy .....	1
Aim .....	3
Who is affected by this Policy.....	3
Family Responsibilities .....	3
Arrival of Children .....	3
Arriving Safely .....	4
Morning Sign in Procedure .....	4
Departure of Children .....	4
Centre Responsibilities .....	4
Educator Responsibilities .....	5
Arrival of Children .....	5
Departure of Children .....	5
Late Collection .....	5
Unauthorised Collection of Children .....	6
Collection of Children whilst under the influence of Drugs or Alcohol .....	6
Sources .....	7

## Aim

Only Early Learning Centre aims to ensure the safe arrival and departure of children at the centre and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre each day. Families are required to personally deliver and collect their children or arrange with the service for an authorised person to do so. Only Early Learning Centre utilises QikKids to ensure required records are completed to confirm each child's presence or absence from the centre.

## Who is affected by this Policy

Children  
Educators  
Staff  
Management  
Visitors  
Families

## Family Responsibilities

### Arrival of Children

All families are expected to adhere to the following responsibilities to ensure that all children and families can arrive safely to the centre:

- Each family attending the centre is provided with a unique 4-digit code to access the centre. This code is to be used by parents, guardians and family members who have been listed on the child's enrolment form as approved to pick up and drop off a child. It is each family's responsibility to ensure that this code is only shared with these approved contacts.
- Each family is responsible for ensuring that their child is signed in once they have been dropped off at the centre. This sign in is completed using the designated iPads in the foyer area and in each classroom at the centre.
- Each child is provided with a designated locker, in which their belongings are stored throughout the day. Each family is responsible for ensuring that their child's belongings are left in the child's locker each morning.
- To sign a child in, an Authorised Adult must be a minimum of 18 years old.
- On arrival at the centre, families must ensure that their child is handed directly to an educator. Children are not to be left in any area at the centre alone.
- If a child is absent from the centre, families are responsible for alerting Only Early Learning Centre of this via a phone call or email.

During a child's arrival at the centre, families are required to inform the educators if:

- A contact or emergency authorised contact will not be contactable throughout the day
- A new Authorised Contact is collecting your child
- Their child is unwell
- Their child required medication throughout the day

- Their child has been administered medication over the past 24 hours, including paracetamol

### **Arriving Safely**

All families are expected to adhere to the following responsibilities to ensure that all children and families remain safe whilst arriving at the centre:

- Family members or authorised contacts are responsible for their child during their arrival at the centre
- Families are to ensure that they do not leave their vehicles engine running whilst dropping off their child
- Children are not to be left unattended on the premises at any time, this includes within a vehicle

### **Morning Sign in Procedure**

1. The authorised adult is to input their personal mobile number into a designated iPad
2. The authorised adult is then to input their individual 4-digit code
  - a. If it is the first time the family is signing their child into the centre the following activation procedure will be followed with the assistance of a senior educator:
    - i. Input personal mobile number
    - ii. Input 0000
    - iii. Input a 4-digit code
    - iv. Confirm the 4-digit code
3. Select Sign In
4. Select Done
5. The child is now signed in for the day

### **Departure of Children**

All families are expected to adhere to the following responsibilities to ensure that all children and families can depart safely from the centre:

- Each family is responsible for ensuring that their child is signed out once they have been collected from the centre. This sign out is completed using the designated iPads in the foyer area and in each classroom at the centre.
- To sign a child out, an Authorised Adult must be a minimum of 18 years old.

## **Centre Responsibilities**

Only Early Learning Centre management, Nominated Supervisor and Approved Provider will ensure that:

- A record of attendance is kept at the centre, including the full name of each child attending, arrival and departure times, signature of the person who delivers and collects the child or the nominated supervisor or educator.
- A child will leave the centre only with a parent, authorised nominee, an authorised delegate as part of an excursion or because the child requires medical care.
- The authorised pick up list for each child is current and available to educators.

## Educator Responsibilities

### Arrival of Children

All educators are aware of the arrival process for children and families and will adhere to the following responsibilities to ensure that all children and families can arrive safely to the centre.

- When each child arrives at the centre, one educator is expected to greet the family and assist the child and family through the arrival process in a positive way.
- By 10.30am each morning, a senior educator is responsible for checking the Sign In system to check for children who have not arrived. Families of all children who have not arrived are to be phoned by a senior educator to see if the child is attending for the day.

To support each child when arriving and settling into the service each day:

- Continuity of educators will be considered and followed as much as possible
- Educators will interact with all children arriving at the centre in a positive way
- Greet families and find out about the child's needs for the day
- Support children to participate in an activity, assist with separation for both adults and children and to say goodbye
- Acknowledge children's feelings throughout their arrival at the centre and assist the children to recognise and understand their emotions

### Departure of Children

All educators are aware of the departure process for children and families and will adhere to the following responsibilities to ensure that all children and families can depart safely from the centre.

- Educators are to greet each family member upon arrival and assist the family throughout pickup of their child.
- Educators are to routinely check throughout the afternoon that all children have been signed out.
- At closing shift, educators are to check each roll to ensure that all children have been signed out for the day.

## Late Collection

Only Early Learning Centre aims to ensure the safety, emotional stability and wellbeing of each child at the service. In the event that a parent/guardian is late to collect their child, two educators will be available to remain at the centre past the closing time of 6:30pm. If a family is aware that they are going to be late, they are responsible for notifying Only Early Learning Center and make arrangements for another authorised person to collect the child. If a family has not made contact by 6.30pm and the centre is unable to contact the family, authorised nominees will be contacted.

As educators are required to stay past closing time, it becomes the responsibility of the parent/family to cover payment for these educators. The following Late Pickup Charges will be given to families collecting children after 6:30pm.

First 5 Minutes - \$10.00

Every Minute following the initial 5 Minutes - \$5.00

This amount is to be paid in cash, no longer than 7 days following the late pick up.

## **Unauthorised Collection of Children**

Care arrangements for children in contemporary Australian society vary significantly from family to family. To ensure the safety of all children, Only Early Learning Centre must be informed and remain up to date about who has legal access to a child and information about that child. State licensing and regulatory processes for the provision of childcare services stipulate that a child may only be collected from a childcare service by a parent or authorised person.

Within their Enrolment Form, each family is required to include detailed written information about each person authorised to collect their child. This information must include the person's full name, residential address, telephone number and relationship to the child.

At times, a court order may prevent a parent or other person for collecting or having access to a child. Any such court orders will be kept in the relevant child's record and steps taken to ensure its compliance. This information will be periodically updated to ensure that the information is current.

When an Authorised Person visits the centre for the first time, or an educator does not recognise an Authorised Person, they will be required to bring and show photo identification, such as a Driver's License. A copy of this ID will be taken and kept within the child's record. This ID will be checked against the child's Authorised Person's section of their Enrolment Form.

If an unauthorised person presents to collect a child, the child's parent (or if a parent is unavailable, an authorised person) will be immediately contacted and informed and authorisation for that person to collect the child obtained if appropriate.

## **Collection of Children whilst under the influence of Drugs or Alcohol**

If the person collecting a child from the centre appears to be intoxicated or under the influence of drugs, and educators/management believe that the person is unfit to take responsibility for the child, childcare services have a duty of care to the child to ensure their safety is paramount.

1. Educators will discuss their concerns with the family member/authorised person
2. Such discussions are to take place without children being present
3. It will be suggested that another family member or authorised person come to collect the child
4. Educators will call parents or authorised nominees to find someone else to collect the child
5. If the family member/authorised person insists on departing with the child, educators will immediately inform the police of the situation, the person's name and the vehicle make and model of the vehicle.



## Sources

### **National Quality Standards 2018**

- 1.3.3 Information for families
- 2.2.3 Child protection
- 5.1.2 Dignity and rights of the child
- 6.1.1 Engagement with the service
- 6.1.2 Parent views are respected
- 6.1.3 Families are supported
- 6.2.2 Access and participation

### **Education and Care Services National Regulations 2011**

- 155 Interactions with children
- 157 Access for parents

### **Review**

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Reviewed By:** Alex Jury    **Date:** 12<sup>th</sup> November 2019

**Approved By:** Kelly Williams

**Date for Next Review:** 12<sup>th</sup> November 2020