



ARRIVAL AND DEPARTURE PROCEDURE

Policy Hierarchy link	Children (Education and Care Services National Law Application) Act 2010 Sections 165,167 Education and Care Services National Regulations 2011 (99, 158,162(2)(f))		
Responsible Officer	Vice-President, Human Resources		
Contact Officer	HR and Early Years Operations Director		
Superseded Documents			
File Number	Contact the Records & Archives Office .		
Associated Documents	See Guidelines for individual Centres		
Version	Authorised by	Approval Date	Effective Date
2.1	Early Years Management	August 2015	September 2015

1. Purpose and Scope

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the centre along with the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the centre, assure the completion of the required records for regulatory compliance and confirm each child's daily presence, or absence, from the service.

The Centres will:

- support the safe, and documented, arrival and departure of children each day
- support children and families to settle into the service each day.
- ensure that if, due to an emergency, the child is not collected from the centre by closing time, appropriate care is made available.

This procedure applies to all families, staff and educators at the service.

2. Definitions

3. Procedure

3.1 Maintaining Records of Attendance and Departure

3.1.1 Duties of Approved Provider or Delegated Authority

1. Maintain a record of attendance for each child attending the centre including full name, arrival and departure times, signature/initials of the person who delivers and collects the child (or that of the nominated supervisor or educator if this information has not been completed on any day- see 3.1.2 (1)).
2. Ensure that a child leaves the centre only with a parent, authorised nominee or an authorised delegate. **Note:** Parent in this instance does not include a parent who is prohibited by a court order from having contact with the child.

3.1.2 Duties of Responsible Person

1. Review the **Sign In and Out Sheet daily**. Where parents or authorised persons have not signed in a staff member will note that the child is in attendance. Families will be reminded and encouraged to complete this record.
2. Ensure that two staff members verify that all children have been signed out of the centre. If a child is not signed out educators/staff members will check all areas of the centre to ensure no child remains within the premises. This will be confirmed via the **end of day check** recorded at each centre. At times this may require a phone call to the family to confirm collection.
3. Request an 'authority to release' from the family prior to allowing anyone other than those listed on the child's enrolment form to collect the child from the service.
4. Allow a child to leave the centre only with an authorised person who appears able to appropriately care for the child. It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances.

3.1.3 Duties of Families/ Family Member or Delegated Authority

1. On the Record of Attendance, sign their child into and out of the service upon arrival and at the time of departure.
2. Remain responsible for their child whilst they are on the centre's premises.
3. Inform a staff member of any relevant issues pertaining to the child before leaving each morning.
4. Maintain up to date information on the Enrolment Form regarding identified people (over the age of 16) who are authorised by the parent/guardian to collect the child.
5. Produce identification, preferably with photo, when collecting a child if unfamiliar to the centre or staff on duty as requested.

See *Guidelines for individual Centres for further requirements*.

3.2 Settling a Child in to the Centre

3.2.1 Duties of Responsible Person

1. On orientation and on the first day of enrolment, remind families that all children need to be signed in and out as a part of regulatory and funding obligations. Families will also be informed that sign in sheets will be used for emergency evacuations and need to be completed by families both on arrival and departure from the service.
2. Develop rosters to provide for continuity of care for the families and children throughout the day.

3.2.2 Duties of Educators and Staff

1. Set the environment with familiar areas for children to enjoy when they are settling into care. Discuss changes in the environment with children and families to promote consistency and to help children feel secure in their setting wherever possible.
2. Greet families and find out about the child's needs for the day.

3. Support children to participate in an activity, assist with separation for both adults and children and to say goodbye.
4. At the conclusion of the day welcome families and communicate about the child's learning during that day. Any important messages will be passed on to families, including changes in the child's routine, accident reports or medication needs.

3.2.3 Duties of Families / Family Members or Delegated Authority

1. Families will be required to visit the centre prior to their child commencing enrolment. This will include spending time in the room with the child - playing, getting to know staff and other children, participating in mealtimes etc.
2. Families will communicate anything of importance to the educators, including information about the child's habits, likes, medication, a change of routine, a person (other than an expected adult) picking up a child, completing documentation or if there is a change in time of arrival or departure for a child.
3. Where possible families will avoid rushing a child and be considerate of the time required to settle into a new space for the day. Bring in a special comforter as required e.g. soft toy.
4. Families are not to leave without saying goodbye to their child.

3.3 Procedure for Late Collection of Children

Families must leave the centre by the licensed closing time (not arrive at the centre at this time). If there is a dispute the time used to identify the correct time will come from the talking clock (phone number 1194) or a UNSW internal phone clock. It is the parent or guardian's responsibility to ensure that their child is collected from the centre on time. If, however, the parent or guardian is unable, through circumstances beyond their control, to be at the centre by closing time, the following procedures will be followed:

- The family will inform staff as soon as possible.
- If the centre has not heard from a late collecting family, staff will attempt to contact parents and the emergency contacts nominated on the enrolment form.
- 2 staff will remain with the child at all times.
- Staff will begin to fill in a 'late collection form'. This will be completed upon the child's collection with the collecting adult adding a comment and signature to the form and the two staff members also signing.
- **A late fee of \$40 for the first 15 minutes or part thereof applies. After this time the penalty is \$30 for every 15 minutes or part thereof.**
- If staff have been unable to contact any persons listed on the enrolment form, the Nominated Supervisor or the HR and Early Years Operations Director, will be informed.
- **One hour after closing time**, if no other satisfactory arrangements have been made, UNSW Security will be contacted and asked to come to the centre so that one staff member can go home. The child will be taken with one staff member and UNSW Security officer to the Security base on campus. The staff member will also take the child's belongings, a copy of their enrolment form,

cushion, blanket, some food and books. A sign will be left for parents advising the address of the UNSW Security base.

- At Security base, one centre staff member will remain with the child and Security officer. If this is not possible then the Centre's Nominated Supervisor or the HR and Early Years Operations Director will be contacted.
- If the child has not been collected by **8pm** and no other arrangements have been made then the Police should be contacted. The Department of Education and Communities help-line (13 36 27) will also be contacted.
- Should late collection of a child occur 3 times within a calendar year, a family will be asked by HR and Early Years Operations Director to "show cause" why the child's enrolment should not be terminated.

4. Review & History

5. Acknowledgements

Department of Education – <http://education.gov.au/child-care-information-service-providers> (Last accessed July 2015)

Department of Social Services - <https://www.dss.gov.au/our-responsibilities/families-and-children/programmes-services/early-childhood-child-care/child-care-information-for-service-providers> (Last accessed July 2015)

National Quality Standard 2.3.3

Appendix A: History

The authorisation and amendment history for this document must be listed in the following table. Refer to information about [Version Control](#) on the Policy website.

Version	Authorised by	Approval Date	Effective Date	Sections modified
1.0	Vice President, University Services	11 November 2013	11 November 2013	
2.0	Early Years Management	20 November 2014	20 December 2014	
2.1	Early Years Management	July 2015	August 2015	