



# CHILDREN'S SERVICES

## Arrival and Departure of Children Policy

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### 1. Aim

The aim of this policy is to provide a clear procedure for the arrival and departure of children at all Children's Services. This will ensure the safety and well-being of all children in our care. All stakeholders will help in developing and implementing the handover procedures. Parents are required to follow specific communications procedures to ensure services can provide appropriate care for their children.

### 2. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of Coast Community Connections LTD) and to its employees. This applies to Occasional Care, Out Of School Hours Care and to Vacation Care programs and services.

### 3. Policy

The time when children are arriving at, in transit to or departing from a service can be potentially risky. All stakeholders must understand their role at this time. It is important for Educators to develop partnerships with parents to ensure that care is appropriate and successful. The exchanging of information between parents, Educators and staff on delivery and collection of children is paramount.

### 4. Procedures and Implementation

#### **Children's Services Educators will:**

- 4.1 Promote awareness of the Arrival and Departure of Children Procedure to all families, Educators and children including notifying Educators if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- 4.2 Require authorised collection people (other than parents) to be over 18 years of age.
- 4.3 Ensure that families abide by the Service's hours of operation and/or contracted hours of care and that no children are left at the Service at any time outside of these hours.
- 4.4 Ensure that names and contact numbers of all people authorised to collect will be included in the enrolment form.
- 4.5 Refer to any court orders that may apply to the collection of children from the service.
- 4.6 Release children only to the care of a parent or other authorised person. If there is an emergency and the parent/authorised person cannot collect the child, the

parent must personally ring the service to indicate who will collect the child and to give a description and the following details.

- Full Name-
- Address
- Contact details

The authorised person is required to give proof of identification to staff if they have not seen them previously. If the service has not been notified and someone other than the parent or authorised person comes to collect the child, the service will ring the parent to get his/her authorisation. The child will not be released from the service until proper authorisation has been received.

- 4.7 Provide correct attendance records and ensure they are completed correctly at all locations where a handover occurs. Each child must be signed IN and OUT each day by a responsible adult together with arrival and departure times in order for parents to be eligible for Child Care Subsidy
- 4.8 Ensure that each individual child's sign in and out record for each session is submitted to CCMS via our database.
- 4.9 Ensure that when a child is absent from a service, the parent is contacted to give a reason for absence. (Refer to Absent & Missing Children Policy)
- 4.10 Physically receive or make contact with all children when they arrive and the child is to attend the roll call procedure upon arrival to the service.
- 4.11 Ensure that the parent/authorized person notifies Educator of the arrival and departure of a child.
- 4.12 Provide a Communication Book or applicable form for any points of information to be recorded such as any additional needs or changes to who will collect the child.
- 4.13 Ensure that a medication form is filled in and signed, should a child require medication of any kind (See Medication Policy).
- 4.14 Promote awareness of allowing time for parents and staff or Educators to give feedback on the child.
- 4.15 Ensure children's belongings are placed in the appropriate place and are collected at the end of the day.
- 4.16 Ensure the entrance/exit to the premises is secure at all times, allowing for easy exit in case of emergencies.
- 4.17 Inform parents it is their responsibility to closely supervise children particularly if any hazards such as vehicles, bushes, glass or ponds, are in the entry/access route to the handover area. This relates on delivery and collection until handover has occurred.
- 4.18 Ensure that arrival and departure of school-age children is in accordance with a written enrolment form, signed by parent/guardian for OSHC services. Examples may include, to use the OSHC bus service.
- 4.19 Children's Services will have a schedule for late fees when children are collected after closing time or contracted hours. The late fee will be enforced without notice.
- 4.20 OSHC staff will sign children in for after school care daily, using a booking roll.

4.21 In the event of extraordinary circumstances such as a Pandemic, as a precautionary measure, services will modify sign in and out procedures to maximise the health and safety of all stakeholders

- To prevent cross contamination through multiple people coming in contact with sign in and out devices and equipment , the children will be signed in and out of the service each day by a nominated educator
- Where possible parents/guardians/authorised persons will drop and collect their children from the front gate or front door of the service.
- Any conversations that need to be held with parents/guardians will be done by phone once the parent/guardian has left the Centre.
- Families will be encouraged to make payments over the phone or by direct deposit.

## **5 Children Services staff and Educators will:**

5.1 Make every effort to contact parents or persons nominated on the enrolment form, when a child is not collected from the service.

## **6 Children's Services Educators will follow the following steps when contact cannot be made with parents:**

- 6.1 Five minutes after closing call parents
- 6.2 No contact, call emergency contacts on enrolment form
- 6.3 No contact, call parents again
- 6.4 No contact, call Police
- 6.5 Document incident
- 6.6 Leave a sign for parents stating where they can collect their child from.
- 6.7 Notify Manager Children Services and provide a written report.

## **7 In relation to Occasional Care the Nominated Supervisor will ensure that:**

- 7.1 At the end of each day all beds and all areas of the premises (whether indoors or outdoors) are thoroughly checked by at least 2 Educators to ensure that no child remains on the premises after the service closes for the day.
- 7.2 A check list is to be completed each day to ensure that premises have been checked.

## **8 In relation to OSHC services, where a child is not present and waiting in the designated area of the school when expected, require the staff member to:**

- 8.1 Ask the other children of their knowledge of where the child might be.
- 8.2 Ensure all other children are well supervised during this time.
- 8.3 Contact school to confirm child is at school
- 8.4 Contact the parent regarding the child's whereabouts.
- 8.5 Leave messages for parents if unable to contact them.
- 8.6 Nominated Supervisor to call 000 to notify if all contacts have been exhausted.

## **9 Related policies and forms**

- Absent and Missing Children Policy
- Access to Children Policy

- Medication Policy
- Enrolment forms
- Sign in and out rolls