

Arrival and Collection of Children Policy and Procedure

Purpose

This Policy outlines how WCS Children's Service's manages the arrival and departure of children to ensure their safety, security and wellbeing.

Scope and Definitions

In this policy, the term 'staff' applies to employees, volunteers, students, interns, trainees and contractors. Also, the term 'service users' covers all those who access WCS services. Individual services may use terms specific to their context.

Arrival of children means arrival into an Out of School Hours Care (OSHC) setting or Early Learning Centre (ELC).

Departure of children refers to children exiting the service.

BSC – refers to before school care

ASC - refers to after school care

Authorised nominee refers to the person who has been authorised in The Childcare Subsidy System Database to collect and sign the child out. The authorised nominees are usually the parent and/or guardians and/or another authorised emergency contact.

CECA - refers to Childrens Education and Care Assurance

Policy

WCS is committed to the safety and wellbeing of all children who attend our services. Practical and safe guidelines for the arrival and departure of children ensures a smooth transition between home and the service and school and the service.

Times of arrival and departure provide an opportunity for educators to connect with families/authorised nominees to help support children's wellbeing and learning.

Procedures

Arrival – Early Learning Centres (ELC) and (BSC)

- Each child must be signed in on arrival at the service.
- Children arriving at BSC must be accompanied and signed in by a parent or guardian.
- Educators check that all children have been signed in. If a child is present but not signed in, the Educator signs for that child. The parent/guardian must confirm attendance the next time they come to the service.

- Children who do not attend are marked absent on the attendance records. Parents/guardians must confirm any absences.
- The roll/attendance record is used to account for the children in the service throughout the day and is vital during emergency procedures.
- Children attending BSC are signed out to attend school.
- Children who attend Preschool and Kindergarten are walked to classrooms as per individual school policies and agreements.

Arrival ASC

- Children arrive at OSHC as they are released from school, or children are collected from classrooms or specified collection point as per individual school/service agreements.
 - Once attendance is taken, if a child is absent the service will:
 - Contact parents/authorised nominees to see if the child has been collected from school or whether the child was absent.
- If the child was not collected from school and was not absent the following process applies:
- check school grounds;
 - contact CS management;
 - If the child is still not found and parents/authorised nominees are uncontactable, police are to be called after 45 minutes;
 - If the child is not found but the parents/authorised nominees have been contacted, the decision to call the police sits with the parents/authorised nominees.
- Staff to fill out required incident report and CS management are to report to CECA.
 - Children arriving at the service by transport from another program (e.g. transport bus from Malkara) must be met at the bus and escorted into the service. The Educator who escorts them into the service is to sign them in and this is to be confirmed by the parent/guardian at collection.

Departure/collection ELC & ASC

- Parents/guardians may need to update their enrolment form each year or when circumstances change. Details of authorised nominees are included on the form and parents are asked to inform the service immediately of any change.
- Children will only be given into the care of a parent/guardian of the child; an authorised nominee detailed in the child's enrolment record; or to a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the service.
Please follow attached flow chart for collection of children.
- A child may leave the premises in accordance with the written authorisation of the child's parent/guardian/authorised nominee named in the child's enrolment record.
- Parents/guardians must give prior written notice when the person collecting the child is someone other than an authorised nominee. If written notice is not possible, the parent/guardian will inform Educators of the identity of the person collecting the child. The person nominated by the parent/guardian must provide photo identification.
- Where possible, children are not given into the care of a parent/guardian who is prohibited by a court order from having contact with the child. If a parent/guardian arrives at the service who is the subject of a court order, educators will attempt to isolate the person from the child and

contact the custodial parent/guardian. If a physical confrontation arises over custody of a child, educators are not expected to prevent the adult from removing the child from the service. If this occurs the police are to be contacted immediately.

- The court order overrules any requests made by parents/guardians to amend collection details.
- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and Educators consider that person unfit to take responsibility for the child, the Educators are to attempt to persuade the person to contact someone else to collect the child. Wherever possible, the discussion is to occur without the child being present. If the person insists on taking the child and the person is driving a vehicle, Educators are to immediately contact the police and provide them with the person's name and vehicle registration number, where possible.
- A person who is not known to the Educators must provide photo identification before collecting a child from the Service. If the person is not on the authorised nominee list, the service must have written permission from the authorised nominee to release the child.
- Each child must be signed out of the program on departure.
- At the end of the session, Educators check that all children have been signed out. If a child has not been signed out, and an Educator is aware that the child has left the Service safely, the Educator will sign the child out.
- If during the day a child is not in the service, not signed out, and Educators are unsure of their departure, the parents/guardians will be contacted immediately to confirm the child's whereabouts. If the child is not accounted for, the service will seek immediate advice from the Police.
- At the end of each day, Educators must check the premises to ensure no child remains on the premises after the Service closes.

Responsibilities of Parents/Guardians

- To complete the attendance record when arriving and departing the service.
- To ensure all the details on the enrolment form are complete, correct and current.
- To inform the authorised nominee(s) of the service's requirements (e.g. photo ID) when they collect a child.
- To inform the service of their child's absence.

Links to Education and Care Services National Regulations 2011, National Quality Standards 2018

Regs	99	Children leaving the education and care service premises
	102	Authorisation for excursions
	158	Attendance and enrolment records
	168	Education and care service must have policies and procedures

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
6.2.1	Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

References

- Education and Care Services National Regulations 2011, 2017
- National Quality Standard 2011, 2018
- Arrival and Collection Procedure Flow Chart

Policy review

Current version

Service line Service area	CYFS/Children's services	Version	2.0
Policy owner	Executive Manager CYFS	Date of issue	August 2023
Approved by	Chief Executive Officer (CEO)	Scheduled review date	August 2024

Modification history (including current version)

Version	Date	Author	Approved by	Description of changes
2.0	June 2023	Vivienne Gould Executive Manager CYFS	Jenny Kitchin, CEO	Reviewed policy and added arrival and departure workflow for easy reference.
1.2	2019	Krysta Cordina Quality and compliance officer	Kate West	Reg 99 (4) addition of when child leaves premises unattended.
[earliest/original]	November 2014]	Susan Henderson – Manager Children's Services	Kate West	Original Version