

# ARRIVALS AND DEPARTURES POLICY

Robina Outside School Hours Care responsibility for the child begins when the child enters the premises, and ends when the child leaves the premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDRENS HEALTH AND SAFETY		
2.2	Safety	Each Child is Protected

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
99	Children leaving the education and care service premises

OTHER RELEVANT PROVISIONS
Child Care Provider Handbook
Child Protection Act 1999 and Regulations 2000
Duty of Care
Education and Care Services

## RELATED POLICIES

POLICIES
Educator to Child Ratios
Managing Duty of Care – Non-Attending Children
Bookings and Cancellations
Behaviour Support and Management
Children’s transitions to OSHC
Extra-Curricular Activities

## PROCEDURE

### Hours of Operation

Before School Care:	6:30am – 8:45am
After School Care:	3:00pm – 6:00pm
Vacation Care:	6:30am – 6:00pm
Pupil Free Days:	6:30am – 6:00pm

All children will be signed in and out by the parent, guardian or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so (authorised nominee).

- *Before School Care: All children must be signed in by an authorised person and signed out by an educator;*
- *After School Care: All children must be signed in by an educator and signed out by an authorised person; and*
- *Vacation Care/Pupil Free Days: All children must be signed in and out by an authorised person.*

Cancellation of bookings will only be accepted by parents/guardians.

As from when the child has been duly signed in by the authorised person, the service takes responsibility for the child until the child is duly signed out by the authorised person collecting her/him.

Educators will, where it is possible without unreasonably endangering any person, not allow children to leave the service unaccompanied, or to be released to a person other than the parent or guardian of the child, or to an authorised nominee as permitted under the above procedure. If in doubt, the Nominated Supervisor/Responsible Person will contact a parent/guardian immediately to discuss.

Where no written authority has been given, the parent/guardian may give permission by email or telephone, for an alternative person to collect the child or for the child to leave the service unaccompanied. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval, is received from a known parent or guardian of the child. These records (including documentation of verbal approval) will be kept.

### Unauthorised Collection

In the event that an unauthorised person attempts to remove a child from the service, the Coordinator will be notified immediately. All efforts will be made to ensure that the child remains at the service however, in doing so, the Coordinator and/or educators are not to put the safety of themselves or others at risk.

If the child is removed from the service by an unauthorised person the child's parent/guardian will be notified and the police will be called.

Details of the unauthorised collection will be recorded on an incident report form and will include the following information:

Distinguishing features of the unauthorised person such as gender, ethnicity, hair length and colour, approximate age, clothing, height, scars, tattoos, etc.; and

Details of any vehicles used including the make, colour, registration number and direction of travel.

The Coordinator will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

### Late Arrivals and Departures

If children who are booked in to the service for care have not arrived within ten minutes of expected arrival, the service shall implement a process for locating the child, such as a search of the classroom area and/or contacting the school office to see if the child attended school or had been collected during the day. If the child cannot be located, then the parent/guardian will be contacted on the numbers provided. If necessary the emergency contacts provided by parents/guardians will also be contacted.

If at closing time children have not been collected or parents have not made arrangements for collection within 15 minutes of normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary, emergency contact numbers provided by the parent/guardian.

In the event there is no response from contact numbers or parents are unable to arrange collection, advice will be sought from the police.

### Children Unaccounted for During the Program

In the event that a child is unaccounted for during the operating hours of the program, the Coordinator will be notified immediately the disappearance is discovered.

The Coordinator will undertake a rapid and comprehensive search of the service's approved area to locate the child. In the event that the child is not located, the child's parent/guardian will be notified and the police shall be called.

An incident report will be completed and will include information such as:

- Date, time and location of the child when they were last accounted for;
- Details of the supervising educator and the circumstances surrounding their disappearance;
- Details of actions instigated to locate the child;
- What the child was wearing and any distinguishing features; and
- Time parent/guardians and other agencies were contacted.

The Coordinator will advise the Approved Provider immediately upon calling the police and the Regulatory Authority will be notified using the appropriate forms.

### Children Leaving Without Permission

If a child leaves the service in any other circumstances and for any reason without permission, the Nominated Supervisor/Responsible Person will assess the situation immediately and will call the police and a parent / guardian as quickly as reasonably possible.

Educators will not leave the service to pursue a child if:

- It will or may leave the other children in the service with insufficient supervision; and/or
- It will, or may expose that staff member to an unacceptable risk of personal harm.

Date of Development	Date Ratified	Date of Review
May 2019	7 <sup>th</sup> September 2021	September 2021

