**Arrivals and Departure Policy**

**POLICY STATEMENT**
Responsibility for children enrolled at Centacare Child Care Services facilities begins when they arrive at the premises and are signed in and ends when they leave and are signed out, in keeping with the principles and procedures of this policy. For the safety and protection of children and in keeping with duty of care considerations, Centacare Child Care Services has strict procedures regarding the arrival and departure of children at its facilities, the persons who may collect children from its premises and the timely collection of children from Services.

**LEGISLATION & REFERENCES**
The laws and other provisions affecting this policy include:
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011- Regulations 168 (2) (f), 99 and 158-160.
- Australian Children’s Education & Care Quality Authority: National Quality Framework 2011- NQS Areas and Standards 2.3.1; 2.3.2; 4.1; 6.1; 6.3.2; 7.3

References:

**Policies & Forms:**
- Acceptance & Refusal of Authorisations Policy
- Enrolment Package

**PRINCIPLES & PROCEDURES**
- In accordance with the National Regulations, all Services must maintain records of attendance for each child for whom care is provided. Accurate records of attendance are required to confirm that a child for whom child care benefits are made actually attended the care type, for the hours of care stated, or was absent from care that would have otherwise been provided on that day (*Child Care Service Handbook 2011-2012*, p. 43).
- Education and care services must keep a copy of each child’s enrolment record, including full names, address and contact details of parents/guardians, authorised emergency contacts, authorised nominees and details of any relevant court orders. The responsible parent/guardian must notify the responsible person in charge of any changes to the information recorded on the enrolment form as soon as possible.
Early Learning Centres and Kindergartens

- All children must be signed in and out by a parent/guardian or authorised adult on each occasion noting the time of arrival/departure, printed name of the authorised person and their signature.
- The parent/guardian or authorised person will ensure they report to staff that their child has arrived at the Centre.
- Staff will make certain that children are only released to person/s authorised on the enrolment form. If there is any change, the Nominated/Certified Supervisor will request notification from the parent in writing. Where no written authority has been received, permission via telephone must be given for an alternative person to collect the child. The parent will need to provide the name and a description of the person concerned and proof of their identity will be required on arrival.

Outside School Hours Care Services

- All children will be signed in and out by the parent/guardian or other person nominated on the enrolment form, or subsequently in writing, as being authorised to do so.
- In the case of before and after school care, children will be signed out in the morning and signed in for attendance in the afternoon by an educator.
- If a child is listed on the roll to attend after school care but does not arrive and there has been no booking cancellation from the parent/guardian, the responsible person in charge will contact the authorised parent/guardian to check the child’s whereabouts. If unable to make contact with the parent/guardian, the responsible person in charge will contact the child’s school to see whether they know the whereabouts of the child. Should the child not then be located, staff will then contact the emergency contact/s to ascertain the child’s whereabouts and will call the Regional Coordinator to notify.
- Vacation Care/ Pupil Free Days: All children must be signed in and out by an authorised person.
- Educators will not allow children to leave the Service unaccompanied or released to a person other than the parent/guardian of the child or authorised person. If in doubt, the responsible person in charge will assess the situation immediately and contact the parent/guardian or the police to discuss.
- If there is any change to the departure routine, the parent/guardian will give written direction for an alternative person to collect the child. The parent must provide the name and description of any such person concerned and proof of their identity will be required on arrival at the Service.
- No child will be permitted to travel home or to another activity on their own unless written direction is provided by the parent/guardian of the child. This written approval will need to include the following information: what time the child is to leave the service; the route home and how long it should take; who is at home, and; who is to be notified that the child has arrived safely.

Family Day Care Services

- The parent/guardian or authorised person will sign the child in and out of the educator’s care, using the record of attendance (time sheet) for each care session.
- The educator will note the time of arrival in the Record of Attendance of children who are collected from another education and care service by the educator, or who arrive at the family day care service by another means. The parent/guardian or authorised person will sign the Record of Attendance (Time Sheet) on collection of the child.
• If an after-school child does not arrive at the Educator’s home in a reasonable time, the Educator will contact the parent and the Coordination Unit.

• In the event of an unforeseen circumstance when the parent is unable to collect the child, the parent should notify the educator and make known any alternative collection arrangements. The educator must be satisfied that these arrangements will ensure the safety and welfare of the child, before allowing the child to leave their care. Educators must call and discuss this arrangement with the Coordination Unit as soon as possible. All persons authorised for the collection of children will be required to provide photo identification before any child is released into their care.

**Late Collection Policy - All Service Types**

At closing time, if a child has not been collected from the Service, the following guidelines will be followed, in accordance with Centacare Child Care Services’ attendance to the welfare of children in its care, as well as the needs of staff members:

• If by closing time children have not been collected or parents have not made arrangements for collection, parents/guardians will be contacted on the most recent numbers and, if necessary, the emergency 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.

• The relevant Centacare Child Care Services Regional Coordinator will be notified of any families who have been late to collect their child on more than one occasion in a given month.

• Families who are late on more than two occasions in the month will be issued with a show cause letter regarding why their late fees should not be doubled.

• Consistent late arrivals may result in the termination of a family enrolment at the Service.