



2.25 ARRIVAL AND DEPARTURE

Purpose Statement

Windermere is committed to protecting the health, safety and wellbeing of all children accessing education and care services.

This procedure sets out practices for ensuring children's safety during their arrival and departure transitions within Family Day Care environments and is intended to ensure that all educators are supported in meeting their obligations.

Scope

This policy applies to all salaried full time and part time staff (including casuals), educators and contractors.

Definitions

Educator: is an educator delivering education and care services to children

Arrival: when a child is brought into the centre with the intention of them staying the responsibility of Windermere

Departure: when a child is collected from a service and taken from the centre for any period of time and is no longer the responsibility of Windermere

Authorised persons: are often parents or guardians but may also include extended family and/or friends.

Policy Statement

THAT FAMILIES BE SUPPORTED IN FOLLOWING THE PROCEDURES HEREIN WHEN DROPPING OFF AND COLLECTING CHILDREN FROM A FAMILY DAY CARE APPROVED SERVICE. THESE PROCEDURES ENSURE THAT CHILDREN'S SAFETY IS PARAMOUNT AT ALL TIMES AND NO CHILD IS COLLECTED BY A PERSON WHOSE IDENTITY IS UNKNOWN BY EDUCATORS.

Procedures

1. Educators are legally responsible for children from the time they are signed into the service until the time they are signed out.
2. Children must be signed in and out at the time of pick up/drop off by a responsible person who is at least 18 years of age and is listed on the enrolment form as an authorised person.
3. If an authorised person presents to collect a child but is unknown to the educator, their ID must be sighted prior to them leaving the service with the child.
4. If an authorised person presents to collect a child but educator has not been notified by a parent/guardian, a courtesy phone call will be made to them to confirm this arrangement.
5. If an unauthorised person comes to collect a child the parent/guardian must be contacted immediately regarding the collection arrangement. Verbal authorisation can be provided by a



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parent/guardian for the child to leave with the person presenting to collect, where ID is sighted and verified. The parent/guardian must then initial the attendance record to show their acknowledgement of this arrangement on next attendance. Educators will make a note on the attendance record of this agreement.

6. If an unauthorised person is going to be collecting a child on a regular basis, the parent/guardian must add them as an additional authorised person on the enrolment form.
7. All persons must be greeted by an educator on arrival and departure. This provides an opportunity to share information about:
 - a. daily activities
 - b. the child's wellbeing/progress
 - c. the location of the child's belongings
 - d. administrative responsibilities including the signing of attendance records.
8. Authorised persons must not deliver or collect a child from the service without sighting an educator and signing the attendance records.
9. Educators will not refuse to release a child to a person authorised to collect that child, unless bullet point 10 below is of relevance (see below)
10. If the educator has strong grounds to believe that the authorised person is, at the time they present to the service, unfit to care for or transport a child, they must:
 - a. Contact the child's parents/guardian or another emergency contact, to collect the child
 - b. Negotiate to keep the child/ren for longer hours
 - c. Where applicable, call the Police on 000 for assistance
 - d. Report this interaction to the Coordination Unit immediately.
11. If an authorised person does not collect a child on time, the educator will try to establish telephone contact. If an authorised person cannot be contacted within half an hour of the expected pick-up time, the educator will call an emergency contact person to arrange collection.
12. If an authorised person is not available to collect a child, the educator will continue to provide care until contact can be made with the Coordination Unit and alternate arrangements made.

NOTE: Windermere will provide regular training on emergency responses relating to situations that may arise during arrival and departure (i.e. authorised person considered unfit to care for or transport child).

Relevant Standards/Legislation

- National Quality Framework for Early Childhood Education and Care Services including:
 - Education and Care Services National Law 2011
 - Education and Care Services National Regulations 2011



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- Occupational Health & Safety Act 2004
- Child Wellbeing and Safety Act 2005 (Vic) (Part 2: Principles for children)

Related Policies & Links

- *Enrolment procedure*