



2.25 Children's Arrival to & Departure from WFDC

Purpose Statement

Windermere is committed to protecting the health, safety and wellbeing of all children accessing Early Childhood Education and Care Services.

Strict adherence to this policy is mandatory, allowing only nominated authorised persons to collect children at any time throughout the day. Daily sign-in and sign-out procedures are legally required to record children's attendance, as per National Law and Regulations. These procedures also allow Educators to maintain an up-to-date record of the children on the premises should an emergency evacuation be required to be implemented.

Scope

This policy applies to all salaried full time and part time staff (including casuals), Educators, children, families and visitors (including contractors).

Definitions

ECECS: Early Childhood Education and Care Service.

WFDC: Windermere Family Day Care.

Arrival: when a child is brought into the WFDC environment and signed into the service. This arrival indicates when a child becomes the legal responsibility of the WFDC Educator.

Departure: when a child is signed out of the WFDC service and collected from the WFDC environment. Departure time indicates when the child is no longer the legal responsibility of the WFDC Educator.

Electronic Sign-in System (ESI): an integrated, web based childcare management software program, which captures children's exact attendance times & absences.

Authorised person: a person, over the age of 18, who has been given permission by a parent or guardian to collect the child from the ECECS.

Unauthorised person: a person not listed on the child's enrolment form.

Policy Statement

TO ENSURE THE PROTECTION AND SAFETY OF ALL CHILDREN ACCESSING CARE IN AN APPROVED WFDC RESIDENCE OR VENUE.

EDUCATORS WILL ONLY RELEASE CHILDREN TO AN AUTHORISED PERSON AS NAMED BY THE PARENT/GUARDIAN ON THE INDIVIDUAL CHILD'S ENROLMENT FORM.

FAMILIES WILL BE SUPPORTED IN FOLLOWING THE PROCEDURES HEREIN WHEN DROPPING OFF AND COLLECTING CHILDREN.



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Procedures

Responsibilities of the Approved Provider/Nominated Supervisor/ Responsible Person:

1. To ensure that obligations under the Education and Care Services National Law and National Regulations are met.
2. To ensure that staff and Educators have knowledge of and adhere to this policy.
3. To ensure families are aware of this policy.
4. To ensure relevant educator to child ratios are adhered to at all times.
5. To ensure accurate attendance records are kept by the WFDC Educator.
6. To ensure enrolment records are kept for each child enrolled in WFDC, at the Coordination Unit and the WFDC residence, which include details of any court order, parenting order or parenting plan, authorisations for the WFDC Educator to take the child on regular outings or transportation and the name, address and contact details of:
 - a. any emergency contacts
 - b. any authorised nominees
 - c. any person authorised to consent to medical treatment or administration of medication
 - d. any person authorised to give permission to the Educator to take the child off the premises
 - e. any person who is authorised to give permission to the Educator to transport the child or arrange transportation of the child.
7. To ensure the Regulatory Authority is notified within 24 hours should a serious incident occur regarding a child's arrival or departure.

Responsibilities of the Educator:

1. To ensure all children are signed in and out of care on a daily basis, at the time of drop off and pick up, by an authorised person (who is at least 18 years of age and is listed on the enrolment form) using the ESI system.
2. Should families forget to sign their child/ren in, the Educator will sign the child/ren in using the ESI system. *NOTE:* Parents/guardians will be prompted to confirm these details the next time they sign-in.
3. To ensure the child/ren are signed in or out of the WFDC service, using the ESI system, when the Educator collects them from or drops them off at kinder or school.
4. To ensure paper attendance records are always available and completed if using the ESI system is not possible (i.e., the internet is not working or a parent/guardian or authorised person is unable to sign-in to the ESI system).
5. To accept legally responsibility for children from the time they are signed into the service until the time they are signed out.
6. To ensure all persons are warmly greeted 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 signing the child in and out of care.
7. To ensure children only leave the WFDC residence or venue in the care of a parent/guardian or authorised person or in accordance with written authorisation as per Regulation 99.



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8. To ensure photo identification is sighted and verified, if an authorised person presents to collect a child but is unknown to the Educator.
9. If an authorised person arrives to collect a child but the Educator has not been notified by a parent/guardian, the Educator will make a courtesy phone call or text message, to confirm this arrangement.
10. If an unauthorised person arrives to collect a child, the Educator will contact the parent/guardian immediately regarding the collection arrangement. A parent/guardian may provide written permission (by email or text message), on occasion, for the Educator to release a child to an unauthorised person, once their identity has been confirmed by sighting and verifying photo identification. *NOTE: The Educator must forward a copy of the parent/guardian's written permission, to the Coordination Unit, as soon as it is practicable, to be saved in the child's enrolment folder.*
11. In the above situation, the Educator will ensure the child is signed out on a hard copy attendance record. Educators are to note this arrangement on the attendance record and the parent/guardian must then initial the attendance record on the child's next attendance.
12. To not refuse to release a child to a person authorised to collect that child, unless there are 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. If this situation occurs:
 - a. the child's parent/guardian or another authorised person is to be contacted, to collect the child, or
 - b. negotiations are to be made for the child to remain at the WFDC service, for a longer time, until other, suitable arrangement can be made, or
 - c. the Police are contacted on 000 (if necessary), and
 - d. the Coordination Unit is notified as soon as possible and a WFDC Educator Incident Report form completed within 12 hours (refer to the *Incident Reporting* procedure).
13. Where a child is not collected on time, the Educator will attempt to make phone contact with the parent/guardian. If a parent/guardian cannot be contacted within half an hour of the expected pick-up time, the Educator will call an authorised person to arrange collection. If an authorised person is not available to collect a child, the Educator will continue to provide care until the Coordination Unit is contacted and alternate arrangements are made.

NOTE: WFDC will provide 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).

Responsibilities of Parents/Guardians:

1. To nominate, at least, 2 authorised persons on a child's enrolment form. These must be in addition to the parent/guardian and cannot be a child's WFDC Educator.
2. To inform the Coordination Unit immediately of any changes / amendments to the authorised persons nominated on a child's enrolment form or their contact details.
3. To provide the Coordination Unit with a current copy of any court, custody, or intervention orders related to the custody or protection of an enrolled child.
4. To inform the Coordination Unit immediately of any changes / amendments to court, custody or intervention orders being held by the Service. Documentary evidence of these changes must be provided, including court signatures and proceeding number.
5. To inform the Educator, at drop off time each day, who will be collecting the child from the WFDC service.



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6. To ensure at arrival to and departure from the WFDC service, the parent/guardian or authorised person converse with the Educator and that the ESI is completed.
7. To ensure the Educator is contacted and informed if the child is unable to be collected from the service at the scheduled time.
8. To ensure written permission is provided (email or text message) for the Educator to release a child to an unauthorised person, if required, once the Educator has confirmed their identity.
9. To ensure the attendance record, documenting a collection as detailed under point 9 above, is initialled by the parent/guardian on the child's next attendance.
10. If an unauthorised person is going to be collecting a child on a regular basis, the parent/guardian must contact the Coordination Unit to add them as an additional authorised person on the enrolment form.

General Access

The Education and Care Services National Regulations 2011 states that a Family Day Care Educator must not prevent a parent or guardian, of a child being educated and cared for as part of a Family Day Care service, from entering the venue at any time that the child is being educated and cared for by the Educator, unless permitting entry would:

- a. pose a risk to the safety of the children and Educator of the WFDC service; or
- b. conflict with any duty of the Approved Provider, Nominated Supervisor or Educator under the Law; or
- c. contravene a court order.

If a Child is taken by a Non-Custodial Parent/guardian or an Unauthorised Person

1. The Educator will immediately contact:
 - a. The police on 000, advising them of the situation.
 - b. The child's custodial parent/guardian or another authorised person (if the parent/guardian cannot be contacted).
 - c. The ECECS Team Leader or Manager.
2. A WFDC Educator Incident Report form must be completed within 12 hours and submitted to the Coordination Unit (refer to the *Incident Reporting* procedure).

Relevant Legislation/ Standards

- National Quality Framework for Early Childhood Education and Care Services including:
 - Education and Care Services National Law 2011 (Amended 2024)
 - Education and Care Services National Regulations 2011 (Amended 2024)
- Occupational Health and Safety Act 2004
- Child Wellbeing and Safety Act 2005 (Vic) (Part 2: Principles for children)
- Australian Children's Education & Care Quality Authority (2014)



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Related Policies & Links

- WFDC Policies/Procedures:
 - 1.02 Excursions & Outings
 - 1.08 Enrolment
 - 2.01 Child Safety
 - 2.12 Kinder & School Pick Up/Drop Off
 - 2.13 Custody & Intervention Orders
 - 2.19 Missing Children
 - 5.02 Rights of a Child
 - 6.02 Fees
 - 7.03 Incident Reporting
 - 7.04 Record Keeping
 - 7.20 Privacy & Confidentiality for Children & Families