ROBE CHILD CARE ON WHEELS SERVICE

CHILDREN'S ARRIVAL AND DEPARTURE PROCEDURE

Responsible Officer:	*Manager Childcare Services*
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Relevant Regulations:	EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS S. 162A Child protection training S. 165 Offence to inadequately supervise children S. 167 Offence relating to protection of children from harm and hazards S. 170 Offence relating to unauthorised persons on education and care service premises 84 Awareness of child protection law 86 Notification to parents of incident, injury, trauma and illness 87 Incident, injury, trauma and illness record 99 Children leaving the education and care service premise 100 Risk assessment must be conducted before excursion 102 Authorisation for excursions 102AAB Safe arrival of children policies and procedures 102AAC Risk assessment for the purposes of safe arrival of children policies and procedures 102B Transport risk assessment must be conducted before service transports child

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	102C Conduct of risk assessment for transporting of children by the education and care service 102D Authorisation for service to transport children 122 Educators must be working directly with children to be included in ratios 123 Educator to child ratios- centre based services 157 Access for parents 158 Children's attendance record must be kept by the approved provider 160 Child enrolment records to be kept by the approved provider and family day care educator 161 Authorisations to be kept in enrolment record 168 Education and care service must have policies and procedures 170 Policies and procedures must be followed 171 Policies and procedures to be kept available 173 Prescribed information to be displayed- education and care service 176 Time to notify certain information to Regulatory Authority 177 Prescribed enrolment and other documents to be kept by approved provider
National Quality Standards (NQS):	QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY 2.1.1 Wellbeing and comfort-Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation. 2.2.1 Supervision- At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard 2.2.2 Incident and emergency management-Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented 2.2.3 Child Safety and Protection- Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect

To ensure the health and safety of children at our Service, staff and educators will strictly adhere to our *Delivery of Children to, and Collection from Robe Child Care Service Policy*. Our Service has detailed processes, guidelines and practices for the delivery and collection of children to ensure the safety and wellbeing of each individual child. As part of this procedure, children may only be collected by a parent, an authorised person, or an authorised nominee listed on the child's enrolment form. Educators and staff are responsible for implementing these procedures consistently to maintain a secure environment.

Working in conjunction with the *Delivery of Children to, and Collection from Robe Child Care Service Premises Policy*, this procedure provides clear guidelines for staff, educators, and management to ensure the safe arrival and collection of children, support smooth transitions, and maintain compliance with National Regulations and legislation

DELIVERY TO AND COLLECTION OF CHILDREN FROM THE SERVICE		
The approved provider/nominated supervisor will:		
1	review and update the Service's *Delivery of Children to, and Collection from Robe Child Care Policy* annually, in collaboration with educators and families	
2	provide training to educators on the *Delivery of Children to, and collection from Robe Child Care Policy and Procedure*	
3	ensure that children arriving from or transitioning to any other educational Service follow procedures outlined within the *Safe Arrival of Children Policy and Procedure*	
4	ensure educator to child ratios are maintained at all times, including arrival and departure periods	

RECORD OF ATTENDANCE		
1	Attendance records will include: • the child's full name • actual attendance times including arrival and departure • date • signature and name of the person delivering and collecting the child	
2	Families will be reminded to sign their child/children into the Service electronically and by written authorisation and will be encouraged to do so immediately upon arrival to avoid forgetting	
3	If families forget to sign their child/children in, National Regulations require an educator or nominated supervisor to sign the child in	
4	The attendance record, whether electronic or hard copy, are to be used as a record in the case of an emergency evacuation or lockdown to account for all children present at the Service	
5	Attendance records will be reviewed at various points throughout the day to ensure all children are accounted for	
6	Any child who is absent on a particular day will be marked absent by the nominated supervisor or educator [manually or electronically]	

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DELIVERY OF CHILDREN AT THE SERVICE		
1	Educators will ensure effective supervision during morning arrival periods to ensure children do not leave the Service unsupervised	
2	A member of staff will greet each child and family in order for children to feel secure and safe	
3	Children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is on the premises.	
4	A child's medication needs, or other important or relevant information, must be passed on to one of the child's educators by the person delivering the child. The educator will check that the family has completed an *Administration of Medication Record* and store the medication in a secure and locked location.	
5	Children will be provided with the opportunity to say goodbye to the person dropping them off	
6	Each child will be provided with a locker or shelf space to store their belongings.	
7	If children have not arrived at the Service by 10am for their booked attendance and no notification has been received, the child will be marked as absent for the day, and an educator will contact the family to confirm their status and ensure their well-being	

AUTHORISATION OF COLLECTION OF CHILDREN		
1	Educators will ensure effective supervision during afternoon departure periods to ensure children do not leave the Service unsupervised	
2	Parents/authorised nominees must advise staff who will be collecting the child/children in writing as per the *Acceptance and Refusal of Authorisations Policy*	
3	Written authorisation, from a parent or authorised nominee, must be provided prior to a new contact collecting the child from the Service This person is to be named on the enrolment form or added as a one-off collection as an authorised person to collect the child.	
4	In the case of a separated family, either biological parent may add a contact in writing unless a court order is provided to the nominated supervisor stating that one parent has sole custody and responsibility	

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5	No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service	
6	In the case of a particular person (including a biological parent) being denied access to a child, the Service requires a written notice (court order) from a court of law • educators will attempt to prevent that person from entering the Service and taking the child however, the safety of other children and educators must be considered • educators will not be expected to physically prevent any person from leaving the Service • in such cases, the parent with custody will be contacted along with the local police and appropriate authorities • where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service • educators will provide a description of the person to the police- including their clothing, gender, height and a description of the child's clothing • a court order overrules any requests made by parents to adapt or make changes.	
7	In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours by completing a Notification form notification-of-serious-incident-or-complaint.pdf and the CCCFR inbox Community Child Care Fund Restricted Grant - Incident Notification Form	
8	The nominated supervisor will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow emergency contacts/ authorised nominees under the age of 16 to collect children from the Service.	
9	Children may only leave the Service premises if the child: • is given into the care of a parent of the child, or • into the care of an authorised nominee named in the child's enrolment record, or • given into the care of a person authorised by a parent or authorised nominee named in the child's enrolment record, or • is taken on an excursion with written authorisation, or	

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	• given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment; or because of another emergency (evacuation due to bush fire, flood)	

RELEASING CHILDREN TO AUTHORISED NOMINEE		
1	Photo identification must be sighted by a primary contact educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.	
2	If a person's identity is not able to be verified, educators are to contact the parent to confirm a description of the authorised nominee and/or arrange for an alternative person to collect the child	
3	All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service. If the parent or other person forgets to sign the child out, they will be signed out by an educator or nominated supervisor.	
4	If authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to *Refusal of Authorisation Record*)	

HEALTH AND SAFETY CONSIDERATIONS		
1	If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will: • discuss their concerns with the person, without the child being present if possible, and • suggest they contact another parent or authorised nominee to collect the child • follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and *Child Protection Policy* • contact the Police and other regulatory authorities o In an emergency contact 000 immediately o Child Protection SA 131 478	
2	At the end of each day two (2) educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage	

	sheds to ensure that no child remains on the premises after the Service closes. (See *Opening and Closing Checklist*)	
3	If a child's bag or belongings are left at the Service and the attendance record does not indicate the child has left the Service. The responsible person is to contact the parent to ensure the whereabouts of the child.	
4	If a child appears missing, the *Missing Child Procedure* is to be implemented	

LATE COLLECTION OF CHILDREN		
1	Parents and authorised persons are informed of the service's opening and closing times during enrolment and orientation and are requested to collect their child/children by 5:15 pm.	
2	If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two educators remain until all children are collected	
3	Parents are provided with late collection fee structure upon enrolment	
4	If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.	
5	If they have not arrived by 5:15 pm the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted, the nominated supervisor or responsible person will call alternative contacts as listed on the enrolment form to organise collection of the child.	
6	If by 5:15 pm neither the parent or any of the authorised nominee or emergency contacts are available or contactable, the Service may need to contact the police and other relevant authorities to assist in contacting parents/guardian	
7	If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the Service will be obligated to contact Child Protection SA and notify the regulatory authority	
8	Where families are continually late to collect children, a *Late Collection of Children Letter* will be presented to parents/guardians	
9	Should this non-compliance continue, the Service reserves the right to terminate a child's enrolment	

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IN AN EMERGENCY SITUATION		
1	In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the Service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter) by the parent/guardian.	
2	Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our *Emergency and Evacuation Policy*	
3	Sign in sheets or attendance reports are to be used as a record in the case of an emergency to account for all children present at the Service	

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