

### Background

C&K is committed to protecting children's safety, health and wellbeing upon their arrival to and departure from C&K centres. Appropriate measures will be implemented to minimise harm and hazard during arrival and departure routines.

### Part 1: Daily Responsibilities

#### Nominated Supervisor/Responsible Person in Charge will:

- Regularly outline and remind parents/guardians and authorised persons of their responsibilities detailed in this procedure upon and throughout their child's enrolment.
- Provide paper/written sign in and out records when iCheck-In is unavailable for parents/guardians and authorised persons to complete.
- Lead the development, review and implementation of centre's *Supervision Plan*, including specific supervision strategies for peak arrival and departure times of children/families.
- Print children's attendance record daily (*Kidsoft Roll Report*).
- When a Queensland Police Officer or Child Safety Officer completes regular drops offs/pick-ups of a child, set up a guardian record in Kidsoft.
- When a parent/guardian nominates an authorised person (via *Additional Emergency Contact Form*) between 12 and 18 years of age to collect their child:
  - Obtain prior written parent/guardian authorisation (via email/letter) outlining the person's full name, the reason(s) why this person is required to collect their child and their confidence in the person's ability to competently care for their child. Scan and upload parent/guardian written authorisation to child's Kidsoft record.
  - Reserves the right not to release the child into the care of an authorised person who is not the child's parent and is between 12 and 18 years of age if there is any doubt of the person's ability to safely care for the child.
  - Not release a child to a person who is 11 years or younger.
  - Complete iCheck-In on behalf of an authorised person who is not the child's parent and is between 12 and 18 years.

#### Teachers and educators will:

- Be aware of and consistently follow the responsibilities outlined in this procedure.
- Recognise arrival and departure routines can be unsettling and distressing for children. Provide children with appropriate care and comfort when they show signs of distress.
- View arrival and departure routines as valuable opportunities to form and maintain responsive relationships with children and families.
- Facilitate conversations with parents/guardians or authorised persons about their child's preferences, needs, experiences and interests. Share relevant details with parents/guardians or authorised person about their child's care routines and program participation and engagement.
- Greet and farewell children and families upon their arrival at and departure from the centre.
- Effectively supervise children at peak arrival and departure times. Implement supervision strategies outlined in centre's *Supervision Plan*.
- Support and make plans for children's daily transition to and from the centre as per *Successful Transition Procedure*. Predictable and responsive routines reduce stress and support children's sense of belonging and program participation and engagement.
- Talk with children about what is to happen during arrival and departure routines.
- Instruct and support custodial parents/guardians and authorised persons (as recorded in *Enrolment Booklet/Online Form* and *Additional Emergency Contact Form*) to complete iCheck-In upon their child's arrival at and departure from the centre.
- Only permit custodial parents/guardians and authorised persons (emergency contacts as recorded in *Enrolment Booklet/Online Form* and *Additional Emergency Contact Form*) to collect/remove children from the centre. When relevant, follow directions outlined in current court orders/parenting plans and refer to [Court Orders Policy](#). Do not restrict a parent/guardian access to their child unless under the direction of current court orders/parenting plans.
- Refer to and complete children's attendance record daily (*Kidsoft Roll Report*) as soon as practical upon a child's arrival at and departure from the centre and at school muster point.
- Ask a parent/guardian or authorised person who is not known to teachers/educators, to present photo ID. Before allowing the person to remove the child from the centre, compare ID against the custodial parent/guardian and authorised person details recorded in child's *Enrolment Booklet/Online Form* and/or *Additional Emergency Contact Form*.
- Communicate any changes relating to a child's arrival to and departure from the centre with relevant team members.
- When a child is collected by another education and care service (e.g. OSHC or Family Day Care educator), the

child's parent/guardian must nominate (authorise in writing) an individual(s) employed at that service as an authorised person to collect in their child's *Enrolment Booklet/Online Form* OR via an *Additional Emergency Contact Form*.

- When applicable, allow a Queensland Police Officer or Child Safety Officer (with photo identification) to remove a child from the centre. Record officer's name and identification number.
- (When required, for Extended Hours Kindergarten Programs only) Via the *Extended hours Kindergarten Communication Record*, record relevant details and communicate details of individual children's departure and access for extended kindergarten educators.
- As soon as practical, after peak arrival time (morning), complete an audit of iCheck-In records:
  - When a child has arrived/is physically present at the centre AND their parent/guardian or authorised person has forgotten to 'sign in' their child, complete iCheck-In on their behalf.
  - Telephone parents/guardians who have not informed the centre of their child's absence. Record child's absence via iCheck-In AND on the daily attendance record.

As per Regulation 158(1)(c), recording a child's arrival or absence via iCheck-In OR paper-based records must be completed by a Nominated Supervisor, teacher or educator. An administrator/clerical cannot complete this task.
- At session end/immediately prior to centre closure, complete:
  - A physical check of rooms and spaces of centre to ensure every child has been accounted for/collected.
  - An audit of iCheck-In records. When a child has departed from the centre AND their parent/guardian or authorised person has forgotten to 'sign out' their child, complete iCheck-In on their behalf.

As per Regulation 158(1)(c), recording a child's departure via iCheck-In OR paper-based records must be completed by a Nominated Supervisor, teacher or educator. An administrator/clerical cannot complete this task.

### Late pickup

#### Nominated Supervisor/Responsible Person in Charge will:

- Ask the child's parent/guardian or authorised person to complete iCheck-In AND (branch centres only) the *Late Fee Form*.
- (Branch centres only) Follow *Entering and Charging Late Fee Procedure*.
- Seek direction of Early Childhood Education Manager/Consultant OR committee regarding reimbursement for additional time worked.

### When a child has not been collected

#### Nominated Supervisor/Responsible Person in Charge will:

- Reassure child and provide them with food and drink as appropriate. Engage child in play. Two educators must remain until the child has been collected. One of two educators remaining must be either a Nominated Supervisor or Responsible Person in Charge.
- Telephone child's parents/guardians and emergency contacts/authorised persons. Record the times, persons and numbers called via a *Child Centre Incident Record*.
- If contact cannot be made with the child's parent/guardian or authorised persons and there are concerns for the parent's/guardian's welfare, telephone your Early Childhood Education Manager/Consultant or Regional Manager (branch centres) OR relevant committee member (affiliated centres) and discuss/determine next steps including what time to inform/telephone the local police (not '000') of the situation.
- When a parent/guardian, authorised person or police officer arrives at the centre to collect the child, direct them to 'sign the child out' via iCheck-In OR complete iCheck-In on their behalf.
- Post-incident responsibilities, the Nominated Supervisor/Responsible Person in Charge will:
  - Undertake responsibilities as per *Child, Centre Incident Reporting Procedure* *Branch/Affiliate*.
  - Ask child's parent/guardian or authorised person to complete iCheck-In AND (branch centres only) the *Late Fee Form*.
  - (Branch centres only) Follow *Entering and Charging Late Fee Procedure*.
  - Seek direction of Early Childhood Education Manager/Consultant OR committee regarding reimbursement for additional time worked.

### When parent/guardian or authorised person arrives to collect a child and appears to be intoxicated OR unable to safely care for and collect their child

#### Nominated Supervisor/Responsible Person in Charge will:

- Attempt to delay the person's departure by involving them in conversation.
- Confidentially and sensitively raise your concern(s) i.e. you feel they are unable to safely care for/collect the child.
- Discuss possible alternative arrangements. If the authorised person is not the parent/guardian, ask them to wait while you contact the child's parent/guardian.
- If person insists on taking the child from the centre and you feel the child is at risk of harm, immediately contact the local police station. If possible, provide the police with the car make, model and licence plate.

- Do not physically stop the parent/guardian or authorised person leaving with the child.
- If person becomes aggressive:
  - Move to an area away from children and attempt to calm the person. If necessary, move the children away from the threatening person.
  - If you feel your safety or the safety of other's is compromised, immediately telephone the police - 000. Follow police instructions. If applicable, implement centre lock down.
- As soon as practical, the Nominated Supervisor/Responsible Person in Charge will complete responsibilities outlined in *Child, Centre Incident Reporting Procedure [Branch/Affiliate](#)*.

### When a non-authorised person arrives to collect a child

#### Nominated Supervisors/Responsible Person in Charge will:

- Respectfully and sensitively explain to the non-authorised person you are required to telephone the child's parent/guardian to ask for their instructions. In the event parental verbal permission is given on the telephone:
  - Instruct the child's parent/guardian to email (or text to Early Childhood Education Manager's/Consultant's OR Committee's mobile OR centre's emergency mobile (for OSHC)) the person's full name and state they authorise this person to remove/collect their child from the centre.
  - Confirm the person's identity by sighting photo ID. Photocopy and keep on child's file, uploading into Kidsoft when practical.
  - When next practical, direct parent/guardian to complete *[Additional Emergency Contact Form](#)*. Once completed, create a record in Kidsoft. Scan and upload completed *[Additional Emergency Contact Form](#)* under the child's record in Kidsoft.
- If the non-authorised person becomes aggressive:
  - Where practical and safe, move to an area away from children and attempt to calm the person.
  - If necessary, move the children away from the threatening person.
  - If you feel your safety or the safety of other's is compromised, immediately telephone the police - 000. Follow police instructions. If applicable, implement centre lock down.
- If person insists on taking the child from the centre, do not physically stop the person leaving with the child. If person removes the child from the centre:
  - Immediately telephone the police - dial 000. Follow their instructions. If possible, provide the police with the car make, model and licence plate.
  - Notify child's custodial parent/guardian.
- As soon as practical, the Nominated Supervisor/Responsible Person in Charge will complete responsibilities outlined in *Child, Centre Incident Reporting Procedure [Branch/Affiliate](#)*.

## Part 3: Training and Monitoring

#### Nominated Supervisor/Responsible Person in Charge will:

- Outline educator responsibilities of this procedure during their induction.
- Regularly monitor educator understanding of and compliance with this procedure. When needed, provide educators with guidance and direction when their practice is inconsistent with this procedure.
- When required, facilitate formal and informal professional reflective discussions with team to review and improve arrival and departure routines. Seek and consider feedback from children and families.
- Promote and share current best practice information and safety guidelines relating to arrival and departure routines with teachers/educators.
- When approved by ECEM or committee, access and participate in available training opportunities relating to safe arrival and departure routines.
- When professional development budget provisions allow; support educator requests to complete relevant training.
- When requested, promptly action C&K procedure reminders by scheduled due dates.

#### Teachers and educators will:

- When needed, access this procedure and support documents via the C&K Intranet Policy Library.
- Support colleague understanding of and compliance with this procedure. When needed, provide guidance to colleagues when their practice is inconsistent with this procedure.
- When able and approved by Centre Director, access and participate in available training opportunities relating to safe arrival and departure routines.
- When required, initiate and actively participate in professional reflective discussions with colleagues to assess and improve arrival and departure routines.

### Early Childhood Education Managers/Committee will:

- Outline Nominated Supervisor responsibilities of this procedure during their induction.
- Undertake at least an annual audit of practice and compliance relating to this procedure by observing and monitoring of arrival and departure routines. When needed, provide nominated Supervisor and educators with training and mentoring to improve practice and compliance.
- Instruct Nominated Supervisor to prioritise identified non-compliance, action immediately and email evidence of action taken to address non-compliance by a specific date.
- When professional development budget provisions allow, support centre Nominated Supervisor requests to safe arrival and departure routines.

## Part 4: Parent/Guardian and Authorised Persons Responsibilities

### Parents/Guardians will:

- Provide details of all custodial parents/guardians at enrolment via *Enrolment Booklet/Online Form*. All custodial parents/guardians must be aware of and consent to child's enrolment.
- If applicable, provide certified copies of current court orders/parenting plans, at and throughout enrolment. Educators can only act on current court orders/parenting plans that have been provided to the centre.
- Whenever possible, provide details of at least one authorised person (emergency contact) via *Enrolment Booklet/Online Form* OR *Additional Emergency Contact Form*. Complete (or amend) *Additional Emergency Contact Form* as soon as possible if details of authorised persons change or additional persons are added.
- Record their child's arrival at and departure from centre via iCheck-In located on iPad/tablet in foyer area using an individual, confidential PIN. Note: Persons may be liable for the consequences of unauthorised use of their iCheck-In PIN. When iCheck-In is unavailable use paper-based sign in and out records.
- Whenever possible, arrive at least 5 minutes prior to centre closure/session finish to collect their child.
- Immediately notify centre if delayed. If late, a late fee will be charged. Branch centres – Late fees are charged at a flat rate of \$25 for the first occurrence and then \$50 for any subsequent late pick-ups for the remainder of the current calendar year. Complete *Late Fee Form* upon collection.
- Promptly notify centre if their child will be absent/is not attending via centre telephone OR (Childcare or Extended Kindergarten Only) ChildcareNow app.

### Acknowledgements and references

- ACECQA. [Safe Arrival of Children - policy and procedure guidelines \(acecqa.gov.au\)](https://www.acecqa.gov.au/safe-arrival-policy-procedure-guidelines). [Accessed Sep. 2023]
- ACECQA. [Policy Guidelines DeliveryOfChildrenTo&CollectionFromEducation&CareServicePremises.pdf \(acecqa.gov.au\)](https://www.acecqa.gov.au/policy-guidelines-delivery-of-children-to-collection-from-education-care-service-premises.pdf). [Accessed Sep. 2023]