

Procedure SO:01.17

Arrival, departure and access



Policy – Workplace Health and Safety

Area – Service Operations

Document Control	
Responsible Officer: General Manager, Children's Services	Procedure Number: SO:01.17
Contact Officer: Children's Services Manager	Policy Area: SO:01 Workplace Health and Safety
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Scope

This procedure when read with the related policy provides a framework to guide all actions for the C&K board, C&K staff, C&K Central, C&K Branch services, C&K affiliate services*, children, parents, volunteers, contractors and visitors.

This procedure excludes C&K associate members.

*This procedure is optional for affiliate services.

Introduction

C&K is committed to the safe arrival and departure of children. Educators will ensure individual parenting plans / orders and protection orders are acted upon.

Procedure

1.0 Arrival and departure

1.1 Parent / guardian and authorised person responsibilities

- Sign their child in upon arrival and sign their child out upon departure, and include name (e.g. P. Smith), signature and time.
- Services with iCheck-In - Keep pin codes for access, private and confidential. Both parent / guardians and authorised persons are required to have their own pin at Branch services with iCheck-In PIN security. This is used to record who collected your child and at what time of day. Therefore, you may be liable for the consequences of unauthorised use of your iCheck-In PIN.
- Advise educators daily of any changes to their child's routine or health needs.
- Ensure all chosen authorised persons' details have been provided via C&K Enrolment Booklet or on a *SO:01.17. F2 Form Additional Emergency Contact*.
- Arrive at the service to collect their child five (5) minutes prior to service closure. Parents are required to notify the Centre as soon as possible, if they are unable to arrive by closing time.
- If late, a late fee will be incurred. Branch services – Late fees are charged at a flat rate of \$25 for the first occurrence after which a late fee of \$50 will be charged for any subsequent late pick-ups for the remainder of the current calendar year. *SO: 01.17. F3 Form Late fee* is signed by the parent / guardian upon collection.

1.2 Educator responsibilities

- Outline this procedure with all enrolling families during orientation.
- Only allow custodial parents / guardians and authorised persons (as recorded in the enrolment booklet and *SO: 01.17. F2 Form Additional Emergency Contact*) to collect children from the service.
- If the authorised person is not the custodial parent / guardian and is between 12 and 18 years of age, the custodial parent / guardian must attach (to the *C&K Enrolment Booklet* or *SO: 01.17. F2 Form Additional Emergency Contact*) a signed letter outlining the reasons

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why this person is required to collect their child and their confidence in the person's ability to competently care for their child.

- If an authorised person is not the custodial parent / guardian and is between 12 and 18 years of age, attendance records (sign in and out records) should be completed by an educator (as per Regulation 158 (1)(c)(ii)).
- The approved provider (or delegate) or nominated supervisor reserves the right not to release the child into the care of an authorised person who is between 12 and 18 years of age if there is any doubt of the person's ability or capacity to safely care for the child. Children cannot be delivered to or collected from a service by any person who is 11 years or younger.
- Review sign in and out records daily. As per Regulation 158 (1)(c)(ii), an educator will sign a child in/out when a parent / guardian or authorised person has forgotten.
- When a child attends a C&K OSHC, gain parent / guardian permission (via *SO01.17. F1 Permission for child to be signed in and out of a service*) to 'sign their child in and out' to attend school, C&K kindergarten or C&K OSHC.
- Complete a written attendance record (i.e. Kidsoft roll report) daily. This record is used as a reference during an emergency / drill. For guidance on how to create a roll report refer to [FIN12.19 Procedure Rolls, Sunscreen, Sign In Out - Childcare.](#)
- At the end of session / service closure, remaining educators will verify all children have been signed out. A check of all service areas is completed to ensure no child remains. Educators must exercise extreme caution to ensure all children have been accounted for and have been signed in and out.
- If a parent / guardian informs the service a person other than those listed as an authorised person on the enrolment booklet will collect their child, the educator must request a *SO: 01.17. F2 Form Additional Emergency Contact* be completed. This form should be attached to the child's enrolment booklet.
- When an unknown person collects a child, educators must confirm the person's identity by sighting photographic identification such as a driver's license or passport and keeping a record on file at the service. Only an authorised person can collect and sign a child out from a service.
- An authorised officer from the Queensland Police or Child Safety has the authority to collect and sign a child out of a service. An authorised officer must present a photo identification. Please record officer's name and identification number.
- Branch services with iCheck-In will request an authorised person / officer to sign a child in and / or out:
 - When the authorised person / officer is unknown to educators or an irregular visitor at the service, direct the person to complete a 'written record' (i.e. sign in / out hard copy).
 - When the authorised person / officer is a regular visitor at the service and known to educators direct the person to using iCheck-in. A guardian record is required to be set up in Kidsoft.

2.0 Custodial arrangements

2.1 Parent / guardian responsibilities

- Supply service with a certified copy of current court orders upon enrolment or during enrolment. A service can only act on current court orders or parenting plans that have been supplied.
- As court orders are updated or revised, provide a copy to service.

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2.2 Educator responsibilities

- All educators need to be alerted to any court order or parenting plans.
- If parents are divorced or separated and there is **no** court order or parenting plan in place, both parents have access to and are authorised to collect the child.
- Only deny a parent / guardian access to the child if / as directed on a court order or parenting plan.
- Contact Children’s Services Manager (CSM) or the local police station for advice on specific court orders and parenting plans.

3.0 If a parent / guardian or authorised person arrives to collect a child and appears to be intoxicated or is unable to safely care for and collect a child

Educator / Nominated Supervisor	Post-incident Nominated Supervisor
<p>1. Attempt to delay their departure by involving them in conversation. Confidentially and sensitively raise your concern (i.e. you feel they are unable at this time safety care and collect the child). Discuss possible alternative arrangements.</p> <p>If the authorised person is not a parent / guardian, ask them to wait while you contact the child’s parent / guardian. Confidentially and sensitively explain your concern and ask for their instructions.</p>	<p>4. Notify CSM / Voluntary Management Committee (VMC).</p> <p>5. Call and notify local Early Childhood Education and Care office (ECEC).</p> <p>6. Complete <i>SO: 01:05: F1 Child Incident Record</i>.</p> <p>Refer to <i>SO01.05 Procedure Child Incident Reporting</i> to determine if further reporting and notification is required.</p>
<p>2. If person insists on taking the child from the service and you feel the child is at risk of harm, contact the local police immediately. If possible, provide the police with car make / model and licence plate.</p> <p>A parent / guardian or authorised person cannot be prevented from leaving with the child. Do not physically stop the parent / guardian or authorised person leaving with the child.</p>	
<p>3. If the person becomes aggressive and you feel your or the children’s safety is or could be compromised, call the police immediately (000).</p> <p>Follow police instructions. If applicable, implement local protocol lock down procedure.</p>	

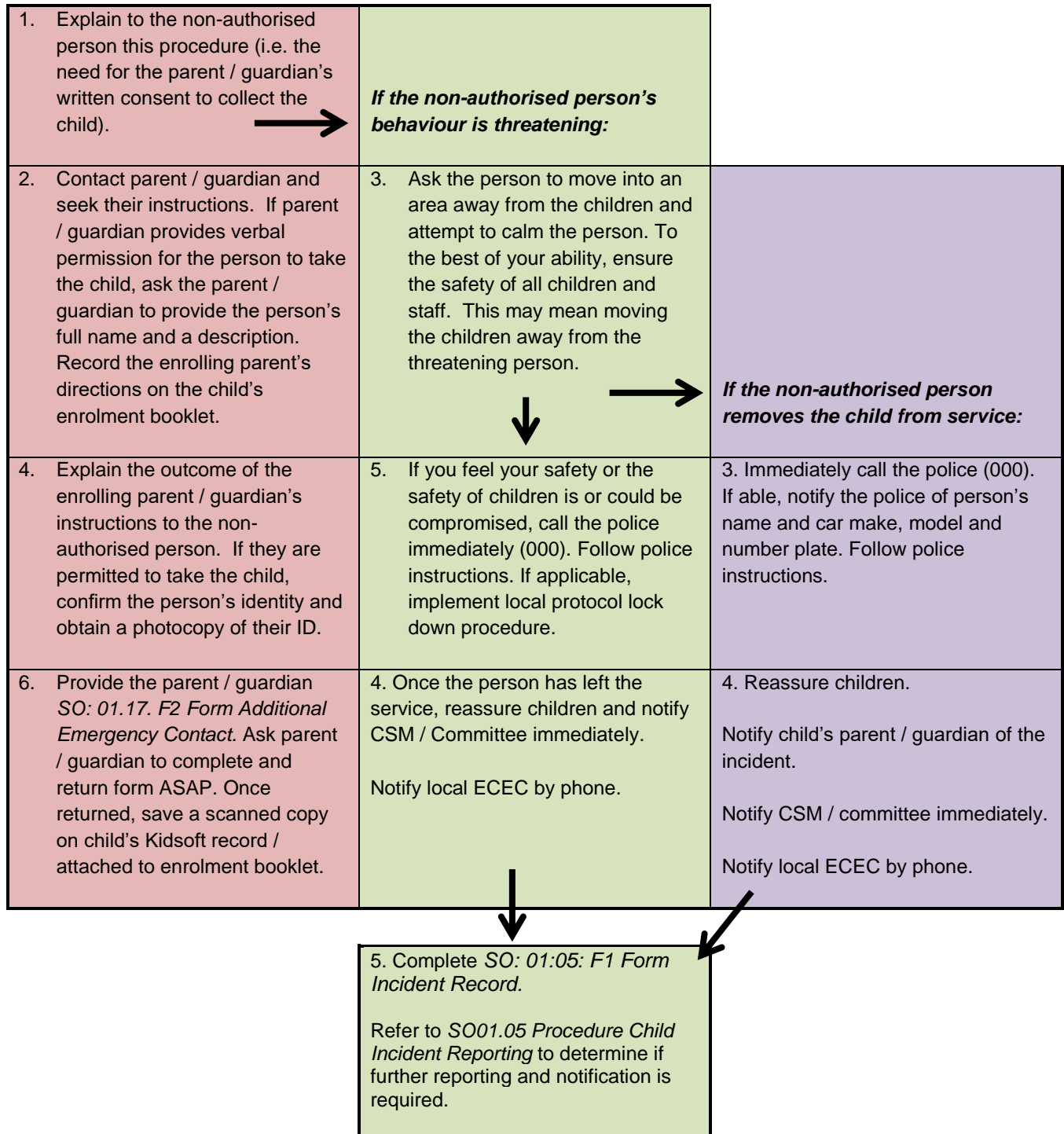
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4.0 Responsibilities of educators / service - If a non-authorized person attempts to collect a child



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5.0 Educator / service responsibilities - If a child has not been collected by their parent / guardian or authorised person

Educator / Nominated Supervisor	Post-incident Nominated Supervisor
1. Reassure the child as much as possible. Two (2) educators must remain with the child until collected.	7. Complete SO: 01.05. F1 Form Child Incident Record.
2. Phone parents / guardians on all contact numbers provided. Keep a record of the times and numbers called.	8. Where police attend the service advise local ECEC and complete notification form located on the C&K intranet. Refer to SO:01.05 Procedure Child Incident reporting
3. Phone emergency contacts / authorised persons to collect as listed in the enrolment booklet. Keep a record of the times and numbers called.	9. Branch services: Nominated supervisor to complete SO: 01.17. F3 Form Late fee charge and ask the parent / guardian to sign the form.
4. If contact cannot be made with any of the listed authorised persons and there are concerns for the parent/s welfare, a decision can be made alongside Director/ CSM/RM/ Committee to inform local police (Not '000') of the situation.	10. Seek advice / direction of CSM / Committee on payment for additional time worked.
5. Ensure the police, parent / guardian or authorised person signs the child out of the service indicating the time of collection.	

Links to associated documents

SO:01.05	Procedure – Child Incident reporting
SO:01.05.F1	Form – Form Child Incident record
C&K publication	C&K Enrolment Booklet
SO:01.17.F1	Form: Permission to sign a child out of a service
SO:01:17:F2	Form - Additional Emergency Contact
SO.01.17:F3	Form - Late fee charge

Revision Record

Version	Approval Date	Authorised by	Effective Date	Review Cycle	Next review date
1.0	8.6. 2012	S. Bowles	July 2013	Biennial	July 2015
2.0	23.9.2013	C. Tisdell	October 2013		October 2015
3.0	28.4.2015	K. Woods	April 2015		April 2017
4.0	12.7.2017	K. Woods	17.7.2017		July 2019
5.0	12.06.2018	K. Woods	12.06.2018		June 2020
6.0	27.02.2019	C.McClennan	27.02.2019		February 2021