

Procedure SO:01.17

Arrival, departure and access



Policy – Workplace Health and Safety

Area – Operational

Document Control	
Responsible Officer: Chief operations officer	Procedure Number: SO:01.17
Contact Officer: Workplace health and safety officer	Policy: SO:01 Workplace Health and Safety
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Scope

This procedure 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 any visitors to C&K services.

This procedure excludes C&K associate members.

Introduction

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

Definitions & acronyms

In order to make this document as efficient as possible relevant definitions and acronyms specific to this policy have been listed in the C&K definitions and acronyms glossary. All policies, procedures, quick reference guides and protocols should be read in conjunction with the C&K definitions and acronyms glossary.

Procedure

Responsibilities of parents / guardians and authorised persons at arrival and departure times:

- Sign their child in and out daily with their name (e.g. P.Smith), signature and time.
- Advise educators daily of any changes in their child's routine or health needs.
- Ensure all chosen authorised persons details have been recorded on the enrolment booklet or on a *SO: 01:07:F1 Additional Emergency Contact and authorisation to collect and care form*.
- Parents are requested to be at their service to pick up their child five minutes prior to the service's closing time. If a parent is late to collect their child, a late fee may be incurred. *Branch services* - Late fees are charged at a flat rate of \$20 for the first 10 minutes or any part thereof, for each minute after this another \$1.50 will be charged. *SO:01.17.F3 Late fee form* must be signed by the parent / guardian.

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Responsibilities of educators at arrival and departure times:

- 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: 01:07:F1 Additional Emergency Contact and authorisation to collect and care form*) to collect children. If a person is not the custodial parent / guardian and is under 18 years, the custodial parent / guardian must attach (to the Enrolment Booklet or *SO: 01:07:F1 Additional Emergency Contact and authorisation to collect and care form*) a letter outlining the reasons why this person is required to collect their child and their confidence in the person's ability to competently care for their child. 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 under 18 years of age if there is any doubt of the person's ability or capacity to safely care for the child.
- Review sign in and out records daily. When a parent / guardian or authorised person has forgotten to sign a child in or out, educators must ask the parent / guardian to complete the record when they next return to the service.
- At the end of session / service closure, remaining educators must verify all children have been signed out. Educators must check all areas of the service to ensure no child remains.
- FDC 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 persons listed as an authorised person on the enrolment booklet will collect their child, the educator must request a *SO: 01:07:F1 Additional Emergency Contact and authorisation to collect and care form* be completed. This form should be attached to the child's enrolment booklet.
- When an unknown authorised person collects a child, educators must confirm the person's identity by sighting photographic identification such as a driver's license or passport.

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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 - FDC educator / Nominated Supervisor	Post incident - Approved Provider
<p>1. If the person is a parent / guardian attempt to delay their departure by involving them in conversation. Confidentially raise your concern with the parent i.e. you feel they are unable at this time safety care and collect their child. Discuss possible alternative arrangements.</p> <p>If the authorised person is not a parent ask them to wait while you contact the child's parent. Confidentially explain your concern to the parent and ask for their instructions.</p>	<p>4. Contact BOC / Lead Coordinator / ECA / C&K Child Protection and Safety Office OR committee to notify them of the incident.</p> <p>5. Phone local OECEC to inform them of the incident.</p> <p>6. Sign <i>SO01.05.T2 Incident Report (child)</i> and complete <i>Notification of serious incident form SI01 (ACECQA)</i>.</p>	<p>8. Signs and then forwards <i>Notification of serious incident form SI01 (ACECQA)</i> and with attached <i>SO01.05.T2 Incident Report 9 (child)</i> to the Qld Office for Early Childhood Education and Care or logs the incident on NQA IT system.</p>
<p>2. If the parent / guardian / authorised 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 / authorised person cannot be prevented from leaving with the child. Do not physically stop the parent / guardian / authorised person leaving with the child.</p>	<p>7. Within 24hrs of the incident, forward <i>Notification of serious incident form SI01 (ACECQA)</i> with the attached <i>SO01.05.T2 Incident Report (child)</i> to local OECEC AND BOC OR Committee.</p>	<p>9. Affiliate services - email a scanned copy of <i>Notification of serious incident form SI01 (ACECQA)</i> with the attached <i>SO01.05.T2 Incident Report (child)</i> to cgb@candk.asn.au</p>
<p>3. If person becomes aggressive and you feel your safety or the safety of the children is or could be compromised call the police immediately. Follow the instructions of emergency services.</p>		

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Responsibilities of parents / guardians with shared or restricted custodial arrangements:

- Supply the service with a certified copy of current court orders upon enrolment or during enrolment. A service can only act on court orders or parenting plans that have been supplied by the parent / guardian.

Responsibilities of educators regarding court orders and parenting plans:

- All educators need to be alerted to any court order and parenting plans.
- If the parents / guardians are divorced or separated and there is no court order or parenting plan in place, both parents are authorised to collect the child.
- Only deny a parent / guardian access to the child if detailed on a court order or parenting plan.
- Contact their BOC / or the local police station for advice on specific court orders and parenting plans.

If a non-authorised person attempts to visit their child during the day, educators will:

- Check the child's file to determine whether or not there is a parenting order or protection order preventing or restricting contact with the child.
- If the non-authorised person is not prevented by a parenting order or protection order within the terms of such order, notify the enrolling parent of the request.

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If a non-authorized person attempts to collect a child:

Educator / nominated supervisor:	If the non-authorized person's behaviour becomes threatening, educator / nominated supervisor will:	If the non-authorized person removes the child from the service, educator / nominated supervisor will:
1. Explain to the non-authorized person this procedure; i.e. the need for the parent / guardian's written consent to collect the child.	6. a. Ask the threatening person to move into an area away from the children. b. Ensure, to the best of your ability, the safety of all children and staff. This may mean moving the children away from the threatening person.	9. a. Contact the police immediately. If able, notify the police of person's name and car number plate. b. Follow the instructions of emergency services.
2. Contact parent / guardian and seek their instructions. If the parent/guardian gives permission for the person to take the child, ask the parent to give you the person's full name and a description.	7. a. If you feel your safety or the safety of the children is or could be compromised call the police immediately. b. Follow the instructions of emergency services.	10. a. Reassure the children. b. Contact the child's parent / guardian to inform them of the situation. c. Contact BOC or Committee President. d. <i>Complete a SO: 01.05.T2 Incident Report Template (child) and Notification of serious incident (SI01) form.</i> e. Refer to SO: 01.05 Incident reporting procedure.
3. Explain the outcome of the enrolling parent / guardian's instructions to the non-authorized person. If they are permitted to take the child, obtain a photocopy of their ID.		
4. Record the enrolling parent's directions on the child's enrolment booklet.	8. Once the threatening person has left the service: a. Reassure the children. b. Contact the child's parent / guardian to inform them of the situation. c. Contact BOC or Committee President.	
5. Director / educator to provide the parent with a copy of the SO: 01:07:F1 <i>Additional Emergency Contact and authorisation to collect and care form.</i> Ask parent / guardian for the non-authorization person to complete the form.	d. <i>Complete a SO: 01.05.T2 Incident Report Template (child) and Notification of serious incident (SI01) form.</i> e. Refer to SO: 01.05 Incident reporting procedure.	

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If a child has not been collected by their parent / guardian or authorised person:

Educator / nominated supervisor:	Post incident educator / nominated supervisor will:
1. Reassure the child as much as possible. Two educators must remain with child until a parent / guardian or authorised person can collect the child.	6. Educators to contact the local OECEC to advise them of the incident.
2. Contact parents / guardians on all contact numbers provided. Keep a record of the times and numbers called.	7. Complete a <i>Notification of serious incident (SI01)</i> form. Refer to <i>SO: 01.05 Incident reporting procedure</i> .
3. Contact emergency contacts / authorised persons to collect as listed in the enrolment booklet. Keep a record of the times and numbers called.	8. Branch services - Nominated supervisor completes a <i>C&K Late fee charge form SO.01.07.F3</i> and ask the parent/caregiver to sign the form.
4. If 1 ½ hours has elapsed after session finish time and no authorised person has been contacted and the child has not been collected, contact local police once instructed by the Business Operations Consultant / Committee President.	9. Seek advice from Business Operations Consultant / Committee President 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.	

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Links to associated documents	
SO:01	Workplace health and safety policy
SO:01.05	Incident reporting procedure
ACECQA form	Notification of serious incident (SI01)
SO:01.05.T2	Incident report template (child)
SO:01:17:F1	Authorisation to collect form
C&K publication	C&K enrolment booklet
SO: 01:17:F2	Additional Emergency Contact and authorisation to collect and care form
SO.01.17:F3	Late fee charge form

Revision Record					
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1.0	8 June 2012	Sylvia Bowles	July 2013		
2.0	23 September 2013	Cath Tisdell	October 2013	2 years	October 2015