



# Arrival and Departure of Enrolled Children Policy Covers

- Documentation of Arrival and Departure Procedure
- Authorised to Collect Procedure
- Unauthorised to Collect Procedure

## Intention

Nurturing Family Day Care Scheme and all associated personnel will uphold the highest level of safety and security at the times an enrolled child arrives and departs a registered residence or approved venue, ensuring that the required documentation is completed in order for this process to be transparent and within the law and regulations.

## Overview

This policy, and all policies and procedures that are associated with the Arrival and Departure of Enrolled Children Policy, are implemented at all registered residences and approved venues by all educators, staff and visitors whom are allied with the scheme.

This comprises of -

- The roles and responsibilities of the approved provider, educators and the families.
- The documentation requirements of an enrolled children arriving and departing a registered residence or approved venue.
- The individuals that are authorised to depart with an enrolled child.
- The steps taken if an unauthorised individual person attempts/collects a child.

The approved provider will ensure -

- That an enrolled child does not leave the premise unless –
  - With a parent, guardian or authorised to collect person (unless court orders are in place).
  - They are taken on an excursion that has the required documentation and permissions as per the Excursion Policy.



- They require urgent medical assistance (hospitalisation, ambulance).
- The emergency management plan has had to be put in place due to a danger posed to the occupants or the registered residence or approved venue.
- The person collecting the enrolled child is over the age of 18, with the approved provider to be consulted and written permission granted for persons between the ages of 16 to 18.
- That the documentation and requirements in this policy are adhered to at all times.
- Ensure that the ratio for a family day care registered residence or venue is enforced at all times – a maximum of 7 children (not including visiting children with an adult attending to their care), with no more than 4 of those children preschool age or under, including that of the educator's own children. Educator's own children are included until they are 13 years old or if another adult is caring for those children (unless all children are from the same family, a child is in need of protection under child protection law or in a rural or remote location with no alternative care available).
- That educators are aware of their responsibilities in regard to the safety and security of the children at the registered residence or venue and will ensure that all doors, gates, fences, and any other ways of safeguarding the environment is maintained and secured (locked) at all times.
- That educators have practices embedded to ensure that the transition upon arriving and departing the education and setting is positive and relaxed to assist children through this handover.
- That educators understand the importance of, and establishes, ingrained open communication with families to create a sense of belonging for all.
- That parent/s or guardian/s are informed about the significance of their child's booked hours, how to change these booked hours in consultation with the approved provider and the educator directly associated with the registered residence or approved venue, and why it is not always possible for an educator to work outside of these agreed booked hours.
- That education and care will not extend to 24 hours in a continuous block without prior authorisation from the approved providers (specific situations will be discussed on an individual basis with educator and parent/s or guardian/s).
- The Serious Incident Procedure will be put in place within 24 hours if a child -
  - Appears to be missing or cannot be accounted for.
  - Appears to have been taken or removed from the service premises in a way that breaches the *National Regulations*.
  - Is mistakenly locked in or locked out of any part of the service premises.

## Documentation for Arriving and Departing Procedure

The approved provider, in accordance with the National Quality Framework requirements, has created an online documentation platform that is to be completed upon arriving and departing a registered residence or approved venue. In collaboration with Fully Booked, the relevant online attendances are to be fulfilled according to the below procedures in accordance with the appropriate circumstances on the devices provided or own electronic devices at all registered residences or approved venues.



**Nurturing Family Day Care Scheme requires when a parent, guardian or authorised to collect person arrives or departs with an enrolled child that they sign in or out of Fully Booked on a device -**

- When an individual arrives or departs, the educator is to have the parent sign in/out page displayed to ensure that at no time a person can access the other information contained within the Fully Booked site (the password to access this section is not to be saved to ensure access is protected). If you have an iPhone or iPad with fingerprint password id or face recognition your password can be saved as long as these security features are activated.
- The adult legally authorised (parent, guardian or authorised to collect according to the online enrolment form on Fully Booked) is to press the sign in or the sign out button (depending on the action required).
- If the adult legally authorised is signing in or out multiple children from the same family, they can select the boxes to the left of their children's names.
- This will take the adult to the pop-up screen;
  - At the top is written Sign In or Sign Out.
  - The Time In or Out.
  - Signed by --- Please select --- The adult authorised is to select their name.
    - If their name isn't listed, they are to select other and type their name here (educator is to ensure they are listed as emergency contact on Fully Booked Accounts or has permission from the parents/guardians, identification is to be checked).
  - Signature --- The adult is to use their finger or stylus to sign their name.
  - Signing for children --- lists the name or names of all children they are Signing In or Out.
  - They are to press the blue SAVE button.
- The screen will return to the parent sign in/out page ready for the next adult.

**Nurturing Family Day Care Scheme, in collaboration with Fully Booked, ensure parents or guardians are able to confirm the above by;**

- Through the parent portal, parents and guardians are able to see the days, hours already charged and the attended status as the information is released by their educator through statements, which also lists amounts paid by the parents or guardians, the amount of CCS paid by the government and the current debit/credit amount for the education and care used.
- If a child has been absent from the education and care service, this information is listed as 'Cancelled with charge' or 'absent' on these statements.

## Authorised to Collect Procedure

The Nurturing Family Day Care Scheme will ensure through the induction process and the continued professional development of all educators, that they are aware of who is authorised to collect a child and the measures in place to ensure that this procedure is followed.

- If a person is not listed when selecting the individual signing In or Out, the parent/s or guardian/s will be contacted by the scheme or educator, to request written notification before an unauthorised individual is allowed to collect an enrolled child.



- A parent can also be prompted to access their parent portal and add additional contact immediately, ensuring that in the permissions they select, authorised to collect.
- Photo ID is required the first time an individual arrives to a registered residence or approved venue to ensure that their information can be compared to that on the online enrolment form.

A parent or guardian may enter a registered residence or approved venue at any time their child is being educated and cared for except -

- When allowing the person to enter would pose a safety risk to any individual at the premise.
- When allowing the person to enter would breach the duty of care of an individual associated with the scheme as listed in the National Law and Regulations.
- When allowing the person to enter would contradict a current court order that is stored in the child's folder.

## Unauthorised to Collect Procedure

The Nurturing Family Day Care Scheme acknowledges that there are rare circumstances when individuals who are not authorised to collect a child arrive, or when a child should not be released to an authorised person due to safety or duty of care concerns. In these circumstances the scheme advises educators to -

- If prohibited by a current court order -
  - Not release any information about the child.
  - Not allow the individual to enter the home (ensure doors remain locked).
  - Contact the parent with custody of the child as soon as possible.
  - Contact the approved provider as soon as possible
  - Contact the police if the situation requires.
  - Perform an emergency evacuation – lockdown procedure if the situation requires.
  - Maintain the health, safety and wellbeing of all children and adults (including the educator).
- If the person is not authorised to collect -
  - Contact the parent/s or guardian/s as soon as possible to see if authorisation is to be given.
  - If not, contact the approved provider as soon as possible.
  - Calmly state that the individual is legally unable to collect the child.
  - Ensure at all times, the health, safety and wellbeing of the children and adults (including the educator) while communicating with the individual that they are required to leave.
  - If the individual manages to retrieve the child from premise or the situation becomes dangerous, contact the police immediately. Continue to advise the parent/s or guardian/s and the approved provider of the situation.
- If a child is taken by an unauthorised individual the educator is to -
  - Contact the police and inform them of the situation.
  - Contact the parent/s or guardian/s of the situation.
  - Contact the approved provider of the situation.



- Document any recalled information about the individual (rego plate, make and model of the car, description of the person) and about the child (what they were wearing, recent photo) to assist police.
- Complete, with the support of the approved providers, a serious incident report within 24 hours of the situation.

## Sources

### Education and Care Services National Law and National Regulations 2011 (Updated October 2017)

- Section 3, Objectives and guiding principles.
- Section 165, Offence to inadequately supervise children.
- Section 167, Offence relating to protection of children from harm and hazards.
- Section 174, Offence to fail to notify certain information to Regulatory Authority.
- Section 175, Offence relating to requirement to keep enrolment and other documents.
- Reg 12, Meaning of a Serious Incident
- Reg 85, Incident, injury, trauma and illness policies and procedures.
- Reg 99, Children leaving the education and care service.
- Reg 158, Children's attendance record to be kept by approved provider.
- Reg 159, Children's attendance record to be kept by family day care educator.
- Reg 161, Authorisations to be kept in enrolment record
- Reg 168, Education and care services must have policies and procedures.
- Reg 176, Time to notify certain information to Regulatory Authority.
- Reg 177, Prescribed enrolment and other documents to be kept by approved provider.
- Reg 178, Prescribed enrolment and other documents to be kept by family day care educator.
- Reg 183, Storage of records and other documents

### National Quality Standard (Updated February 2018)

- 2.2, Each child is protected.
- 2.2.1, At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
- 2.2.3, Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- 3.1.2, Premises, furniture and equipment are safe, clean and well maintained.
- 6.1, Respectful relationships with families are developed and maintained and families are supported in their parenting role.
- 6.2, Collaborative partnerships enhance children's inclusion, learning and wellbeing.
- 7.1, Governance supports the operation of a quality service.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service.

### Early Years Learning Framework

### KidSafe Qld



## Review

The policy will be reviewed annually.

The review will be conducted by:

- Approved Provider
- Employees
- Educators
- Families
- Interested Parties

Created: May 2017

Reviewed: September 2017

March 2018

June 2018 - CCS information updated

November 2018

Reviewed Next: November 2019