

ARRIVAL AND DEPARTURE POLICY

Arrival and departure times are planned to promote a smooth transition between either home and school and each Happy Haven OSHC service for before school care, after school care, and vacation care. During arrival and departure from Happy Haven OSHC services, educators have the opportunity to engage in conversations with families and support each child's well-being. This communication builds a secure, respectful, and reciprocal relationship between children and their families. The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations but is also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

NATIONAL QUALITY STANDARD (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	Safety	Each child is protected
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, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
99	Children leaving the education and care service premises
157	Access for parents
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator

173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Administration of Medication Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Control of Infectious Diseases Policy Coronavirus (COVID-19) Management Policy Emergency Evacuation Policy	Enrolment Policy Handwashing Policy Orientation of New Families Policy Privacy and Confidentiality Policy Sick Children Policy Termination of Enrolment Policy Work Health and Safety Policy
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PURPOSE

Happy Haven OSHC maintains clear processes to ensure the protection and safety of all children, staff members, and families accessing the Service. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment (accessed via FullyBooked). To ensure the health and safety of children within services, the Arrival and Departure Policy is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day. Safeguards are also developed and regularly reviewed to keep children safe during times of transitions between school and OSHC.

SCOPE

This policy applies to children, families, staff, nominated supervisors, and visitors of Happy Haven OSHC Services.

IMPLEMENTATION

Guidelines for delivery and collection of children are put in place to ensure the health, safety, and wellbeing of each individual child.

As part of the Risk Management process, services may introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our Arrival and Departure Policy and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies are reviewed in consultation with staff members and communicated clearly to parents, families, and visitors.

COVID-19

In accordance with government regulations and direction from SA Health any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue, and shortness of breath should not attend any Happy Haven service under any circumstances (any person displaying these symptoms should be tested for COVID-19). **Currently any parent, guardian and visitor must be wearing a mask upon entrance of any Happy Haven OSHC service and adhering to physical distancing requirements (1.5 meters)**

ARRIVAL AT SERVICE (BEFORE SCHOOL CARE, VACATION CARE)

- For children to feel welcome and secure, Happy Haven OSHC will ensure that all children and families are greeted upon arrival by an educator and have the chance to say goodbye to the person delivering them to the service
- Children will be welcomed at the service by an educator and a non-contact device will be available to be used to sign in their child/ren.
 - The signature must come from an authorised person stating time dropped off and name of guardian/parent *This is subject to change in conditions such as COVID-19 where the Responsible Person will sign in the children to reduce the device from being transferred*
- Children may be required to wash their hands or use hand sanitiser upon entrance
- If the authorised person has forgotten to sign in their child/ren the Responsible Person will sign them in as per National Regulations
- Parents/guardians must walk their child/ren into the Happy Haven OSHC service and wait to be acknowledged by an educator prior to leaving the service
- Parents/guardians should inform the Responsible Person if there will be someone not registered as an authorised contact coming to collect their child/ren

DELIVERY TO SCHOOL

- Children will not be escorted to school until a teacher is on playground duty
- Foundation/reception will be signed out of the service and escorted to the designated before school play area where the teacher on playground duty will assume duty of care.
- Children in higher year levels will walk to their classrooms and or respective areas once the school bell rings
- A parents/guardian whose children are new to Happy Haven may arrange for them to be walked by an educator until they are more comfortable
- All pre-school children and children with additional needs (as required) will then be escorted to their classroom and supported as required to put their bag away and prepare for the day (lunches, homework etc.)
- Service specific delivery to school processes may differ slightly based on individual arrangements with schools. This information is available upon request to the specific Happy Haven OSHC service

COLLECTION FROM SCHOOL

- The Responsible Person will plan for pre-school children and children with additional needs (if relevant) to be collected from their schools. The educator must inform the teacher of their collection by Happy Haven OSHC
- The educator collecting children from their respective locations will ensure that a current roll from FullyBooked is being used to ensure no children are missed in collections
- Children in first to sixth grade will make their way to the OSHC service and be signed in by educators (unless other arrangements have been made)
- Children may be asked to wash their hands upon arrival
- All children arriving at OSHC must have a completed enrolment on FullyBooked as per the Enrolment Policy. If a child arrives by instruction from the school and is not enrolled into the service, the Responsible Person must obtain their details from the school prior to accepting them into the service
- In the case of an emergency, where the parent or a previously authorised contact is unable to collect the child, the parent or person responsible for the child (primary contact on FullyBooked) may phone the service and arrange an alternative person to pick up the child.

DEPARTURE FROM SERVICE (AFTER SCHOOL CARE, VACATION CARE)

- Parents/authorised persons are to advise Happy Haven OSHC if someone not listed in the child's enrolment is collecting their child. This can be done directly to the service or through informing the Happy Haven Families Relations Team. This person is to be named on the FullyBooked enrolment or added in writing to the sign in system as an authorised nominee for the child.
 - Photo identification must be sighted by the Responsible Person before the child is released. If the person's identity cannot be verified, they may be unable to release the child into that person's care, even if the person is named on the child's FullyBooked account.
 - If the service has not been notified, then the Responsible Person will contact the parent/guardian to receive their authorisation
- All children must be signed out by their parent/caregiver (or a person authorised by the parent-authorised nominee) when the child is collected from Happy Haven OSHC. If the parent/guardian or other authorised person fails to remember to sign the child out, they will be signed out by the Responsible Person
- Parents/caregivers must collect their child prior to the closing time of the individual Happy Haven OSHC service
- No child will be withheld from an authorised contact or biological parent named on the FullyBooked account unless a current court order is on file at the service.
- In the case of a 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/caregiver 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

- A court order overrules any requests made by parents/caregivers to adapt or make changes
- In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the [NQAIT System](#). Educators will complete this through a FullyBooked serious incident report, as well as contacting the People and Culture line (option '3') for further instructions.
- Nominated supervisors will ensure that the authorised nominee collection list for each child is kept up to date. It is our policy that we do not allow anyone **under the age of 16** to collect children unless this is discussed with the Service Director prior to the collection.
- 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, the Responsible Person will:
 - Discuss their concerns with the person, without the child being present if possible, and
 - Suggest they contact another parent/caregiver or authorised nominee to collect the child and/or the service will offer to call a taxi
 - 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 (Child Protection Hotline 132 111)
 - If an authorisation to collect a child is refused by the Happy Haven OSHC service, it is best practice to document the actions for evidence to authorities (refer to Refusal of Authorisation Record).
- At the end of each day educators will check indoor and outdoor premises including all rooms and storage rooms, toilets, and storage sheds to ensure that no child remains on the premises after the service closes
- Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency Evacuation Policy.
- Details of absences during the day will be recorded.

ABSENT OR MISSING CHILDREN

- Where a child is unable to be located, or has not arrived for a previously booked session, educators will follow policy and procedures set out in *QA2 Child Missing Policy*

VISITORS

- To ensure Work Health and Safety requirements are met and to ensure a child safe environment, individuals visiting Happy Haven OSHC services must sign in when they arrive at the service and sign out when they leave.
- **To minimise the risk of exposure to COVID-19, our service may restrict the number of visitors to our service including students on work placements, volunteers, additional family members, delivery of goods or contractors**
- Signage will clearly indicate who is permitted to enter the service and alert all adults to adhere to physical distancing requirements
- All visitors must adhere to our Handwashing Policy and wash their hands upon arrival and departure of the service

LATE COLLECTION OF CHILDREN

- If they have not arrived by the Happy Haven OSHC services closing time (this will vary depending on the specific service) an attempt to contact the parent/caregiver via their phone number listed in their FullyBooked account will be made. If parents/authorised persons are unable to be contacted, the Responsible Person will call alternative contacts as listed on the FullyBooked account to organise collection of the child
- Parents/guardians will receive instructions from the OSHC service with a reminder of the importance of on time collection and the late fees applicable in the event that their child has not been collected by the services closing time
- A late fee of **\$15.00** will be charged for the first 15 minutes after our closing time, and a fee of **\$60.00** will be charged for collection any time after.
- 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
- Due to licensing and insurance purposes, if by the individual service's closing time neither the parent or any of the authorised contacts are available or contactable, Happy Haven may need to contact the police and other relevant authorities
- 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,

Happy Haven will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.

- Where families are continually late to collect children this may lead to a termination of the child's enrolment.

SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education Skills and Employment. *My Time, Our Place. Framework for School Aged Care in Australia.* (2011).

Australian Government Department of Health *Australian Health Protection Principal Committee (AHPPC)*

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations..](#) (2011)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Guide to the National Quality Standard. (2020).

National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early childhood education and care services.*

Revised National Quality Standard. (2018).

Safe Work Australia (2020)

REVIEW

POLICY REVIEWED	JANUARY 2022	NEXT REVIEW DATE	JANUARY 2023
MODIFICATIONS	<ul style="list-style-type: none"> - New Policy using ChildCare Desktop format - content also derived from previous policies: Delivery and Collection of Children. - Minor editing - Sources checked for currency 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	REVIEW
JANUARY 2021	<ul style="list-style-type: none"> • review of policy regarding COVID-19 restrictions/guidelines for ECEC services- statements in red may be adjusted to suit individual services in each state/territory • sources checked for currency • minor editing 	JANUARY 2022	