

ARRIVAL & DEPARTURE POLICY

POLICY STATEMENT

Arrival and departure times are planned to promote a smooth transition between home, school and Connells Point Before & After School Care Centre for before and after school care, and vacation care. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being. To ensure the health and safety of children at Connells Point BASC, our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout CPBASC Hours of Operation. The daily sign in and out register through Xplor 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.

PURPOSE

Connells Point BASC aims to ensure the protection and safety of all children, educators and families accessing CPBASC. Educators and Staff will only release children to an authorised person as named by the parent/guardian on the individual child's enrolment form.

SCOPE

This policy applies to children, families, educators, management, and visitors of Connells Point BASC.

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 our Risk Management process, Connells Point BASC *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 educators and communicated clearly to parents, families and visitors.

ARRIVAL AT CONNELLS POINT BASC

Connells Point BASC has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. CPBASC has implemented the following measures:

- Any person visiting Connells Point BASC - including families 'dropping off' children, must sign a Parent/Visitor Health Declaration confirming that they have not
 - been in *close contact* with anyone with a positive COVID-19 diagnosis in the past 14 days
 - returned from a state or territory where self-isolation border measures are in place.
- Any person who is displaying symptoms such as: fever (over 37.5°C), coughing, sore throat, fatigue and shortness of breath should not attend Connells Point BASC under any circumstance. (Any person displaying these symptoms should be tested for COVID-19 by visiting a free respiratory clinic or contacting their GP.)
- Parents and visitors are currently NOT permitted to enter Connells Point BASC unless this is prearranged with the Approved Provider/Nominate Supervisor (collection of a sick child; interview for enrolment).
- A designated area for drop off/pick up will be clearly indicated.
- Signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres).
- Children will be welcomed outside CPPS Hall by an educator and a non-contact device used to sign their child into Connells Point BASC or parents are asked to bring their own pen to sign their child into CPBASC.
- The device will be disinfected if parents need to log on manual.
- All children need to be signed in by an authorised person. Note: the signing in of a child is verification of the accuracy of the record. Information required on the register includes the time and the signature of the person dropping off the child, if families need to sign in manually.
- Children are required to wash their hands upon arrival or use the hand sanitiser provided.
- The parent/authorised nominee must also advise Educators who will be collecting the child(ren).
- Families will be reminded to sign their child(ren) into Connells Point BASC and will be encouraged to do so immediately upon arrival to avoid forgetting.
- Should families forget to sign their child(ren) in, National Regulations require the Nominated Supervisor to sign the child in.
- Sign in sheets are to be used as a record in the case of an emergency to account for all children.
- Children are to be sighted by an educator before the parent or person responsible for the child leaves. This ensures that the educator is aware that the child has arrived and is in the building.

- A child's medication needs, or any other important or relevant information should be passed on to one of the child's educators by the person delivering the child.
- The educator will check that the family has completed an *Administration of Medication Record* and store the medication appropriately, away from children's reach.
- In order for children to feel secure and safe, it is important that children and families are greeted upon arrival by an Educator and have the chance to say goodbye to the person dropping them off.
- A cube/shelf space will be made available to children.
- In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Nominated Supervisor stating that one parent has sole custody and responsibility.

DELIVERY TO CONNELLS POINT PUBLIC SCHOOL

Educators will ensure:

- All children wash their hands as per our *Hand washing Policy* prior to entering Connells Point BASC.
- Children will be signed out of Connells Point BASC and monitored whilst walking to the designated before-school play area where the teacher on playground duty will be advised of their arrival.
- Social distancing requirements between adults will be adhered to.
- All Kindergarten 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. in the designated place) *[This applies only a period determined by the CPPS Principal during Term 1]*
- Children will not leave the centre until a teacher is on playground duty.

COLLECTION FROM SCHOOL

- An educator will collect all Kindergarten children and children with additional needs (as required) from their classroom and advise the classroom teacher(s) that they have been collected, before escorting them to the Connells Point BASC and signing them in *[This applies only a period determined by the CPPS Principal during Term 1]*
- Children in first to sixth grade will make their way to the Connells Point Public School Hall and be signed in by educators.

- The Coordinator and/or Assistant Coordinator will be available at the centre during the transition period from Connells Point Public School to Connells Point BASC.
- All children will be required to use hand sanitiser upon arrival into Connells Point BASC.
- 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 (as listed on enrolment form as having a parenting role) may telephone Connells Point BASC and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to CPBASC and provide photo identification upon arrival.

ABSENT OR MISSING CHILDREN

- Parents/Guardians must advise Connells Point BASC Educators as early as possible of their child(ren)'s absence from Connells Point Public School.
- If a child has not arrived at Connells Point BASC and the parent has not contacted to advise of the Child(ren)'s absence **15 minutes** prior to children exiting the hall for school, an educator will contact the parent to clarify and confirm the situation.
- If a child is collected from the school early due to illness or other reasons, the parent must notify Connells Point BASC through the Parent Xplor app, email, call the mobile phone / landline or send a text message.
- If a child does not arrive at Connells Point BASC at the expected time the responsible person will:
 - Phone parents to confirm if child were absent from school or left early.
 - Ask office staff if they know of the child's whereabouts.
 - Ring all of the remaining Emergency contacts to enquire if they know of the child's whereabouts.
 - If parents believe the child should be at school, the responsible person will immediately contact the school principal or delegate.
 - The responsible person will search the school classrooms and premises with the assistance and permission of classroom teachers and any available authorised persons maintaining ratio with the children.
 - If the child cannot be found **10 minutes** after the school bells rang, the child must be considered missing.
 - *If the parents have been contacted and the child is subsequently found, the educator must immediately contact the parents to let them know.*

Missing Children

If a child is considered missing, the Responsible Person will:

- Contact the police by dialling **000**.
- Contact the child's Parents/Guardian.
- Contact the school to inform them of the missing child.
- Notify the regulatory authority within 24 hours of becoming aware of a serious incident.

DEPARTURE FROM CONNELLS POINT BASC

- Consideration should be given for outdoor programs each afternoon to allow families to pick up children outside due to COVID-19 physical distancing requirements and hygiene procedures.
- Parents are to advise Connells Point BASC if someone different is picking up their child, both verbally and through an email. The nominated person is to be named on the enrolment form or added by completing 'Authority for Person as Collection Contact' form.
- Photo identification must be sighted by an Educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form.
- All children must be signed out by their parent (or a person authorised by the parent-authorised nominee) when the child is collected from Connells Point BASC. If the parent or other person forgets to sign the child out, they will be signed out by the Nominated Supervisor.
- Tablets used to sign children out of Connells Point BASC must be disinfected between uses, pens must be wiped with a disinfectant wipe between uses or parents are requested to use their own pen.
- Educators must use hand sanitiser between child collections.
- In the case of an emergency, where the parent or a previously authorised nominee is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone CPBASC and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to CPBASC (email, text, or letter).
- Parents are requested to arrive to collect their child(ren) by **6.00pm**.
- No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at Connells Point BASC.
- In the case of a particular person (including a biological parent) being denied access to a child, Connells Point BASC requires a written notice (court order) from a court of law.
 - Educators will attempt to prevent that person from entering CPBASC 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 CPBASC.

- In such cases, the parent 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 CPBASC.
- A court order overrules any requests made by parents 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 [NQA IT System](#).
- The Nominated Supervisor will ensure that the authorised nominee pick-up list for each child is kept up to date. It is CPBASC policy that we do not allow anyone under the age of 18 to collect children.
- 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, educators will:
 - Discuss their concerns with the person, without the child being present if possible, and
 - Suggest they contact another parent or authorised nominee to collect the child.
 - Follow procedures to protect the safety of children and educators of the Connells Point BASC 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 CPBASC, 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 areas of the hall, storage rooms and storage sheds to ensure that no child remains on the premises after CPBASC 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.

DELIVERY AND COLLECTION OF CHILDREN DURING VACATION CARE

During periods of Vacation Care, policies and procedures will be followed as per *Arrival* and *Departure from Connells Point BASC*.

Visitors

- To ensure we can meet Work, Health & Safety requirements and ensure a child safe environment, individuals visiting Connells Point BASC must sign in when they arrive at CPBASC and sign out when they leave. It is also a requirement of the National Regulations that Visitors are not left alone with children at any time.
- To minimise the risk of exposure to COVID-19, Connells Point BASC may restrict the number of visitors to Connells Point BASC including students on work placements, volunteers, additional family members, delivery of goods or contractors.
- Signage will clearly indicate who is permitted to enter Connells Point Public School grounds.
- Signage will 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 CPBASC.

Late collection of children

- If there are children still present at Connells Point BASC upon closing, it is best practice to ensure a minimum of two Educators are present remain until all children are collected.
- Instruction to parents; *“Please remember that our Educators have families to go home to and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind and therefore both have to be paid overtime. To cover this, a late fee of \$2.00 per minute per child will be charged.”*
- If parents/guardians know that they are going to be late, they must notify Connells Point BASC. If possible, they should make arrangements for someone else to collect their child.
- If they have not arrived by 6:00pm CPBASC will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.
- Due to licensing and insurance purposes, if by 6pm neither the parent or any of the authorised contacts are available or contactable, Connells Point BASC 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 Connells Point BASC notifying parents/guardian of the child’s whereabouts. If this occurs, CPBASC will be obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- Where families are continually late to collect children, a *Late Collection of Children letter* will be presented to parents/guardians.
- Should this non-compliance continue, CPBASC reserves the right to terminate a child’s enrolment.





CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standards	Service Policies/ Documentation	Other
r84 r99 r157 r158 r160 r173 r176 r177 S162 (A)	2.1.1 2.2 2.2.1 2.2.2 2.2.3	<ul style="list-style-type: none"> • 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 • Hand washing Policy • Orientation of New Families Policy • Privacy and Confidentiality Policy • Sick Children Policy • Termination of Enrolment Policy • Work Health and Safety Policy 	<ul style="list-style-type: none"> • Australian Children’s Education & Care Quality Authority. (2014). • Australian Government Department of Education Skills and Employment. <i>My Time, Our Place. Framework for School Aged Care in Australia.</i> (2011). • Australian Government Department of Health <i>Australian Health Protection Principal Committee</i> (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).

			<ul style="list-style-type: none"> • Guide to the National Quality Standard. (2020). • National Health and Medical Research Council. (2012). <i>Staying healthy: Preventing infectious diseases in early childhood education and care services.</i> • Revised National Quality Standard. (2018). • Safe Work Australia (2020)
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ENDORSEMENT BY CONNELLS POINT BEFORE & AFTER SCHOOL CARE CENTRE INC.

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