

ARRIVAL AND DEPARTURE POLICY

OVERVIEW:

Education and Care Services National Regulations require that a child who is being educated and cared for by the education and care service does not leave the education and care service premises unless given into the care of a parent of the child or authorised guardian, in accordance with the written authorisation of the child's parent or authorised nominee, or in case of emergency.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	NATIONAL QUALITY STANDARD	OTHER SERVICE POLICIES/DOCUMENTATION	OTHER
R99, 158-161, 165, 168, 176.	2.3, 7.3	<ul style="list-style-type: none"> - PARENT HANDBOOK - STAFF HANDBOOK - ACCEPTANCE AND REFUSAL OF AUTHORISATIONS POLICY - ENROLMENT AND ORIENTATION POLICY - ADMINISTRATION OF MEDICATION POLICY - PROVIDING A CHILD SAFE ENVIRONMENT POLICY - CHILD PROTECTION 	ACECQA

OUTLINE

This policy outlines expectations of parents, guardians and staff in relation to the safe delivery and collection of the child to and from the service, and procedures to be followed where a child is absent or missing, and when receiving a child into the service after school into After School Care, so that the safety and wellbeing of children is always ensured.

WHO THE POLICY AFFECTS?

Management
Staff
Students
Parents

POLICY STATEMENT:

SUNBEAMS will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families always understand their requirements and responsibilities and accounting for the whereabouts of children whilst in Sunbeams care.

PROCEDURES:

(A) DELIVERY OF CHILDREN:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service. (which is 6.30am)
- Any person delivering a child to the service must sign using the OWNA app at the service. The person dropping off must also be an authorised person to drop off and collect.
- Educators will be aware of each child's arrival at the service and exchange information with the person delivering the child such as who will be collecting the child.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures. This can be authorised on OWNA.

(B) COLLECTION OF CHILDREN:

- Children must be collected by the closing time of the service (6pm).
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis by the Approved Provider. This is now also documented on the OWNA App.

- The authorised nominee who is collecting a child must communicate with the Sunbeams Staff before leaving with the child. The authorised person must ensure they sign the child out personally on the APP.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list and undertake headcounts as per the procedure to ensure effective supervision and accountability for all children.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety. There will be a late fee associated with late collection of children.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Approved Provider and/ or staff will also request identification from the person collecting the child. The Sunbeams staff if not notified prior to collection time will contact the parent/carer by phone and take a photo of the driver licence for proof of identification. No child will leave Sunbeams premises with an unauthorised person.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent or text message to the Service mobile and an identification check will be sufficient in the case of an emergency.
- In case of the child not being collected after closing time and staff are not able to contact the parent or any other emergency contact the staff must contact police when the time is over 30mins.



(C) ABSENT AND MISSING CHILDREN:

- Families are required to notify educators as early as possible if children will be absent from the service for any sessions booked. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Families will be informed of their notifying responsibilities upon enrolment and through the family handbook.
- If a child only attends after school care the families must notify educators when a child has returned from an absence, so they know to expect the child at the service.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - ✓ Ask the other children of their knowledge of where the child might be.
 - ✓ Approach the school office and ask for information regarding the child's attendance at school.
 - ✓ If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - ✓ If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
 - ✓ If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
 - ✓ Continue to keep in contact with the school during this time.
 - ✓ Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.



- ✓ If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
- ✓ Educators will notify the Department (Education and Care Directorate) within 24 hours of the incident occurring.

(D) ACKNOWLEDGEMENT OF CHILDREN'S ARRIVAL:

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's name and arrival time at the service on OWNA app.
- Parents will be notified by receiving a notification to say the child has been signed into Sunbeams for their booked session.

ENDORSEMENT BY THE SERVICE

The policy will be reviewed as required. The review will be conducted by management, staff, children, families and the wider community.

Last reviewed: August 2025

Date of next review: February 2027

APPROVAL DATE: _____

DATE FOR REVIEW: _____