



ARRIVAL AND DEPARTURE

Aim

Our village philosophy is built on the belief that it is a community that effectively raises a child. We want to be the core of that belief and to achieve that, we aim to make the transition between home and care setting as seamless and natural as possible. It is therefore the common responsibility of educators and families alike to ensure the safe arrival and departure of children at The Little Village.

The procedures have been specifically crafted to be simple to follow, minimise time, be clear in its expectation and to satisfy the legal requirements of NSW Regulations and Department of Human Services.

National Quality Standard

This policy links to the following NQS: National Quality Standards 2.3.1, 2.3.4, 2.3.3

Links to other policies

- Keeping of Records Policy
- Acceptance and Refusal of Authorisation Policy.

Sources

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011: 168
- Work Health and Safety Act 2011

Strategy

Everyone is needed to comply with the routine put in place to ensure the safe and practical arrival and departure of all children into and out of care.

AUTHORISED CARER

I.e. primary parent, care-giver, authorised delegate (henceforth be referred to as authorised carer) will:

- Ensures correct and complete details are given at time of enrolment to give safe and adequate access to the child.
- Ensure details of authorised delegates are kept up to date, including emergency and all other contact numbers.
- Keep an open dialogue with the educators to ensure procedures are being followed and best serve the safety of each child.
- Inform TLV of your child's absence. Please ensure you refer to our [Dealing with Infectious Diseases Policy](#). If a child is not in attendance by 10:30am, they will be marked as absent, to follow on from our [Emergency and Evacuation Procedure Policy](#).
- Enter the main door of The Little Village and sign the child in before proceeding to the playroom. If the [Managing Pandemics Policy](#) is active (see [Managing Pandemics Policy](#)), parents or delegated contacts are to remain in the foyer until an educator comes to collect or deliver the child/ren. This is to maintain social distancing and reduce cross-infection.
- Only when families are allowed to enter the care environment, continue to the playroom once sign-in is completed, place the child's bag in the locker, and ensure a Staff Villager is aware the child is present.
- Ensure all doors are closed securely once authorised carer leaves playrooms and common areas.
- Communicate the child's needs for the day, changes to personal circumstances, routine, change of medication, expected time of departure, details of person picking up the child if other than primary authorised carer.
- If another Emergency Contact is allowed to access child, they are to sign him/her out with THEIR OWN mobile number. Each person has their own access code to the QK Kiosk.

- Good communication facilitates smooth transition of the child and supports emotional well-being.
- Ask questions about the day's events. This can be accessed by reading notes, talking to the Room Leader, or checking the daily routine updates
- AUTHORISED CARERS ARE ASKED TO KEEP THEIR ACCESS CODES CONFIDENTIAL AND TO ENSURE PEOPLE DO NOT TAILGATE THEIR ENTRY

THE APPROVED SERVICE

I.e. The Approved Provider, Nominated Supervisor or Certified Supervisor (henceforth be referred to as TLV) will:

- The Little Village is committed to being as informative as possible about what each child ate, drank, toilet habits, behaviours and achievements through the Little Village App, to help the process of arrival and departure more efficient.
- Ensure the safe and documented arrival and departure of children at the education and care setting by following the procedures set out in this policy as well as the Confidentiality and Record Keeping Policy and the Acceptance and Refusal of Authorisation Policy.
- Keep a record of attendance, which includes the full name of each child attending, arrival and departure times, under the QK Enrol mobile number/profile of the parent or authorized delegate delivering or picking up the child.
- Greet each child and their carer as they come into the playroom (or Foyer if the Pandemic Policy is in place) in the morning. Ensure each child is received directly from a staff villager.
- When a child is not in attendance, the Room Coordinator (or TLV delegate) will review sign-in record to ensure child is absent for the day. All absences need to be recorded by 10:30pm and checked again at 1:30pm.
- Each Village staff member will check the children in attendance at the end of their shift to ensure they sign out children whom have left and not signed out by their parent/authorized delegate.
- Where Authorised Carer has not signed in, a staff member will make a note that the child is in attendance. Families will be prompted to confirm this record in their next attendance.





- If a child is not in attendance by 10:30am (unless informed by parents of late arrival), they will be marked as absent, to follow on from our Emergency and Evacuation Procedure Policy.
- Support children in settling into the service each day and help them experience quality education and care through consistent and positive interactions with the educators of The Little Village.
- Not allow access to the playrooms to any person other than an Authorised Carer or Authorised visitor. All points of access will be supervised to ensure all people are noted. The main door will remain locked until consent is given by the Responsible Person
- Ensure the child remains under active care and will only be released into the care of: –
 - a primary parent or care-giver (permitting there is no legal restraint in place)
 - an authorised delegate (with prior written approval from primary parent or as indicated in enrolment form)
 - as part of an excursion (with prior written permission)
 - because the child requires emergency medical care
 - or as a result of an emergency.
- Use their discretion to determine if the Authorised Carer is able to appropriately care for the child. –
 - In the case that the person appears unfit to care for the child, the Nominated Supervisor/Responsible Person will suggest an alternative authorised person be contacted to pick up the child.
 - In the case that the person in question refuses to leave without the child, the police will be contacted and their details will be passed on. The Nominated Supervisor will follow their instructions.
- The child will remain in the playroom in such cases, away from the discussion, until such time that an appropriate person will have arrived.
- Check that all play areas and common spaces are clear before the centre is locked. In the instance that an Authorised Carer has forgotten to sign their child out, the Nominated Supervisor must ensure the child has been released to an authorised carer.
- When a parent requests an alternative person whom does not have prior consent to pick up their child, written approval must be given with the person's name and date of birth.
 - Photo identification will then be requested when delegated person arrives before child is released into their care.



- Authorised delegate must not be younger than 18 years of age.
- Greet each Authorised Carer that has come to pick up the child. Room Leader should be equipped to communicate all points of routine and respond to any concerns or question Carer may have. Important information includes, medication, incident reports, eating habits and toileting.
- Ensure no child is released into the care of any person that does not satisfy all points of this policy.
- In the event of an emergency and if written consent is not possible, verbal permission over the phone by primary carer/s will be accepted. This will be witnessed by another Staff Villager.