

CEEC GOV POL ARRIVALS AND DEPARTURE POLICY

Policy Domain	GOVERNANCE
Document type	POLICY
Applicable to	CATHOLIC EARLY EDCARE
Version	0.6
Date approved	22/03/2021
Approved by	DIRECTOR, CATHOLIC EARLY EDCARE
Review date	12/03/2022
Policy Sponsor	GOVERNANCE
Related policy documents	CEEC GOV POL Governance And Service Management Policy
Related legislation	Education And Care Services National Law (QLD) Act 2011 Education And Care Services National Regulations 2011 Education And Care Services National Amendment Regulations 2017 Guide To The National Quality Framework

PURPOSE

Catholic Early EdCare (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is committed to achieving and maintaining the highest practical standards of workplace health and safety for its workers, visitors and children in the care of Catholic Early EdCare.

This policy has been developed to outline the commitment of Catholic Early EdCare to arrival and departure procedures that are compliant with the Education and Care Services National Law Act and Education and Care Services National Regulations.

SCOPE

This policy applies to staff as defined in the Education and Care Services National Law.

1. POLICY STATEMENT

- 1.1 All Catholic Early EdCare Services are required to –
- Comply with the National Regulations 99, 158-160 and 168 and the Guide to the National Quality Framework
 - Maintain records of attendance for each child for whom care is provided
 - Maintain records to confirm attendance for children whom the child care subsidy applies (that notate attendance, care type, hours of care, periods of absence)
 - Maintain a copy of each child's enrolment forms, full name(s), address and contact details of Parents/Carers, authorised emergency contacts and authorised nominee(s)

- Request from Parents/Carers relevant court order, protection orders, apprehended violence orders etc. that relate to a child in the care of Catholic Early EdCare
- 1.2 All Services will implement processes to ensure no children are locked within the service premises at closure. This will include, but is not limited to:
- Conducting regular headcounts during sessions of care
 - Ensuring all children have been signed out at the end of each session
 - Conducting physical checks of all spaces at the end of each session

2. NON ARRIVAL OF CHILDREN ON AN ATTENDANCE LIST/ROLL

- 2.1 In the event a child who is named on a Service's attendance list (or roll) does not arrive at the Service, the Service will –
- Confirm if the Parents/Carers have previously advised of the non-attendance
 - Attempt to contact the Parents/Carers to enquire as to the child's whereabouts
 - Attempt to contact emergency contacts/authorised nominees to confirm or ascertain the child's whereabouts
 - If unable to establish contact with a Parents/Carers, the Service may consider contacting the child's school (Relevant to Outside School Hours Care Services only)
 - Should the child's whereabouts prove unable to be confirmed, the Service will contact the Emergency Services and inform the Parents/Carers and Area Manager of this action
 - Complete a CEEC HS FORM Child Incident report via Guardian. It is important the incident report provides a clear description provided of the sequence of events, actions taken by the Service and outcome of the incident.
 - Follow notification timeframes as outlined in CEEC GOV POL Governance and Service Management Policy for reporting if required.

3. ARRIVAL OF CHILDREN NOT ON AN ATTENDANCE LIST/ROLL

- 3.1 In the event a child who is not named on a Service's attendance list (or roll) arrives at the Service, the Service will –
- Confirm if the Parents/Carers have previously advised of the attendance
 - Attempt to contact the Parents/Carers to enquire as to the child's collection arrangements
 - Attempt to contact emergency contacts/authorised nominees to confirm or ascertain the child's attendance and/or collection arrangements
 - If unable to establish contact with a Parents/Carers, the Service may consider contacting the child's school (Relevant to Outside School Hours Care Services only)
 - Should the child be unknown to the service staff the Service will contact the child's school and the child is to remain with an appropriate adult (e.g. school administration) until collection arrangements are confirmed (Relevant to Outside School Hours Care Services only)
 - Where ratio requirements allow, the child is to be accompanied to the appropriate collection area. If this is not possible the child will remain with the Person in Day to Day Charge until an appropriate adult or guardian can accompany the child to the collection point.

- Complete a CEEC HS FORM Child Incident report via Guardian. It is important the incident report provides a clear description provided of the sequence of events, actions taken by the Service and outcome of the incident.
- Follow notification timeframes as outlined in CEEC GOV POL Governance and Service Management Policy for reporting if required.

4. RELEASING OF CHILDREN

- 4.1 To safeguard the release of children from the care of Catholic Early EdCare, Services shall –
- Only permit a child to be released into the care of a Parents/Carer, authorised emergency contact, authorised adult and/or authorised nominee.
 - Release a child under their own recognizance with the authorisation of the Parent/Carer in writing where no concerns as to the safety of the child are present or those concerns are managed to the satisfaction of all parties
 - Apply appropriate practices to safeguard the release of children to Parents/Carers, authorised emergency contact, authorised adult or authorised nominee unknown or not identified by a staff member. This may include asking the Parents/Carers for a description of the person in advance, confirming the name of the person attending to the collect the child and/ or upon arrival requesting the production of photo identification
 - Understand that the rights of a 'parent' are not removed or diminished should a 'parent' not be the enrolling 'parent' or the Catholic Early EdCare account holder
 - Whilst it is best practice, a Parent of a child is not required to provide authorisation in writing for another person to sign in/out their child from a Service. Parents retain the right to inform the Service in person, over the phone, via text message etc. or in writing that another person will be signing in and/or signing out the child on their behalf/at their request

5. NON COLLECTION OF CHILDREN

- 5.1 Services are required to implement the following process should a child fails to be collected at the closing time of the Service –
- Attempt to establish contact with the Parent/Carer
 - Attempt to contact authorised nominee(s) and/or emergency contacts
 - Inform the Area Manager
 - Should the Service be unable to contact with the Parent/Carer, or the Parent/Carer is unable to collect the child; the Service will consider contacting the Emergency Services (i.e. Police).
 - When contact has been made with a Parent/Carer or authorised nominee, it is recommended Service staff should choose to remain at the Service until the Parent arrives, if their arrival is expected within a reasonable time frame
 - Inform the Area Manager of the late collection of any child
 - Follow notification timeframes as outlined in CEEC GOV POL Governance and Service Management Policy for reporting if required.

6. ATTENDANCE OF NON ENROLLED OR ENROLLED CHILD IN AN EMERGENCY

6.1 In the event a Service has a child in attendance for whom care is being provided in an emergency (e.g. a child determined to be in need of protection under a child protection order and/or the Parent of a child needs urgent health care that prevents them caring for a child), the Service is required to implement the following process –

- If relevant and appropriate given the circumstances of their attendance, inform the Parent/Carer of the child's whereabouts
- Inform the Area Manager
- Complete a CEEC HS FORM Child Incident report and submit via Guardian. It is important the incident report provides a clear description provided of the sequence of events, actions taken by the Service and outcome of the incident.
- Follow notification timeframes as outlined in CEEC GOV POL Governance and Service Management Policy for reporting within 24 hours.

7. SPECIFIC LONG DAY AND KINDERGARTEN REQUIREMENTS

7.1 Long Day Care and Kindergarten Services are required to –

- Maintain a sign in/sign out record and daily attendance list
- The sign in/sign out record will note the time of arrival/departure, name of the Educator and Parent/Carer (or authorised person)
- Request Parents/Carers (or authorised person) sign children in and out of the Service

8. SPECIFIC OSHC REQUIREMENTS

8.1 Outside School Hours Care Services (OSHC) are required to –

- Maintain a sign in/sign out record
- The sign in/sign out record will note the time of arrival/departure, the name of the Parent/Carer (or authorised person)
- Request Parent/Carer (or authorised person) sign children in to the Service in the mornings for before school care, during vacation care and on pupil free days
- Implement a practice that staff members sign children out of the OSHC in the morning and sign children into the OSHC in the afternoon
- Request Parent/Carer (or authorised person) sign children out of the Service upon collection

9. EXTRA CURRICULAR ACTIVITIES

9.1 The following guidance is provided to assist Services to manage scenarios where children are attending extracurricular activities on a school site and/or off the school site.

9.2 Catholic Early EdCare acknowledge Parents/Carers may arrange for their children to attend an after school activity on the school site. This could include sports training, activities provided by the school, and/or activities provided by a third party provider on or off the school site.

- 9.3 It is the position of Catholic Early EdCare that children on a school site, attending a school activity or an activity provided by a third party provider engaged via the school, are in the care of the school.
- 9.4 If this activity is to commence at the conclusion of school, Catholic Early EdCare would encourage the practice of the child departing the school classroom, attending the activity and then attend to the OSHC at the conclusion of the activity. This needs to be discussed with Parents/Carers to ensure there is a clear understanding that the child is not in the care of Catholic Early EdCare whilst on the school site, attending the activity and travelling to the OSHC and at the conclusion of the activity.
- 9.5 In these circumstances, it would be advisable that the Service signs the child into the care of Catholic Early EdCare upon arrival at the OSHC at the conclusion of the after school activity.
- 9.6 Service may, depending on ratio requirements and other commitments, agree with the school and/or Parents/Carers to attend the conclusion of the activity and 'collect' children and walk them to the OSHC. In this situation, it is recommended they should be 'signed in' to the OSHC at time of collection.
- 9.7 There may be circumstances where a child attends the OSHC at the conclusion of school, and is released at a later point in time (for example they arrive at 3pm at the OSHC from their classroom and are released at 3.15pm or later to attend an extracurricular activity). This is likely to occur when the extracurricular activity is scheduled to commence at a time that is not 'immediately' at the conclusion of the school day. In these scenarios, the child should be signed into the care of Catholic Early EdCare upon arrival and signed out by an Educator and released to attend the extracurricular activity. When the extracurricular activity concludes and the child returns to the OSHC, they are required to be signed back into the care of Catholic Early EdCare again.
- 9.8 Parents are required to complete a CEEC GOV FORM Extracurricular Activities Permission for their child to facilitate the above process.

10. WALKING CHILDREN TO SCHOOL AT THE CONCLUSION OF BEFORE SCHOOL CARE

- 10.1 The following guidance is provided to assist Services to manage scenarios where agreement has been reached between the OSHC, the school and Parents/Carers to walk with children on the journey from the OSHC to the school at the conclusion of before school care.
- 10.2 The decision to accompany children is at the discretion of the Coordinator of a Service in consultation with the Area Manager and other stakeholders.
- 10.3 In such circumstances, Services must be mindful that the journey must conclude prior to the conclusion of the Service's licensed operating hours (to avoid operating outside of the Service's operating hours) and it is best practice to sign the children out of the care of the Service and hand the children over to a designated school representative at the conclusion of the journey.
- 10.4 Should the practice not currently be in place at a Service, and a Parent/Carers request their child is accompanied on the journey from the OSHC to the school at the conclusion of before school care, the request is required to be considered on a case by case basis and is to be

managed by the Coordinator and Area Manager. It may be that agreement can be reached with the school for a school representative to collect the children from the OSHC, sign the children out of the OSHC and walk them to the school.

11. COLLECTING AND WALKING CHILDREN FROM THE SCHOOL TO THE OSHC FOR AFTER SCHOOL CARE

- 11.1 The following guidance is provided to assist Services to manage scenarios where agreement has been reached between the OSHC, the school and Parents/Carers to collect and walk with children on the journey from the school to the OSHC at the conclusion of the school day and commencement of after school care.
- 11.2 The decision to collect and accompany children is at the discretion of the Coordinator of a Service in consultation with the Area Manager and other stakeholders.
- 11.3 In such circumstances, Services must be mindful that the journey must not commence prior to the Service's approved licensed operating hours (to avoid operating outside of the Service's operating hours) and children should not be signed in to the care of Catholic Early EdCare prior to the commencement of the Service's approved licensed operating hours.
- 11.4 If collecting children at the school the sign in time reflects the time children were collected at the school location and not the time they arrived at the OSHC. If a child is collected for example at 3.01pm from a designated meeting point at the school by an OSHC staff member, their sign in record should reflect they entered into the care of Catholic Early EdCare at 3.01pm.
- 11.5 Should the practice not currently be in place at a Service, and a Parent/Carers request their child is accompanied on the journey from the school to the OSHC at the conclusion of the school day, the request is required to be considered on a case by case basis and is to be managed by the Coordinator and Area Supervisor. It may be that agreement can be reached with the school for a school representative to deliver the children to the OSHC.

12. RELEASING CHILDREN FROM AFTER SCHOOL CARE UNDER THEIR OWN RECOGNIZANCE

- 12.1 The following guidance is provided to assist Services to manage scenarios where a Parent/Carer has requested that their child is released from the OSHC under their own recognizance.
- 12.2 In these circumstances the Service should request in writing the authorisation from the Parent to release the child as per the Parent/Carers instructions. This authorisation can be either a letter or email and shall be stored on the child's file at the Service.
- 12.3 Service Coordinators may communicate to the Parent/Carers concerns they may hold as to the safety and wellbeing of the child to from a duty of care perspective as far as reasonably practical, but not to the detriment of the Parent's rights. Should concerns be raised by a Service with the Parent/Carer the focus should be on finding solutions to accommodate the Parent/Carers instruction. Ultimately the decision remains with the Parent/Carer in accordance with section 3.1 and 12.4 of the policy.

13. CHILDREN WHO ATTEND THE OSHC FROM ANOTHER SCHOOL

- 13.1 The following guidance is provided to assist Services to manage scenarios where a child travels to and from the OSHC from another school located off site. This may be another BCE school, state school or private school. The journey may include but is not limited to travel by bus, train, other vehicle or involve the child walking the journey in company or on their own.
- 13.2 In these circumstances the Service should request in writing notification from the Parent that the child will be travelling to/from the Service. The Parent/Carers should include an acknowledgement that the child will not enter into the care of Catholic Early EdCare until they arrive at the Service; or will be released from the care of Catholic Early EdCare to undertake their journey. This notification and acknowledgement can be a letter or email and shall be stored on the child's file at the Service.
- 13.3 Service Coordinators may communicate to the Parent/Carers concerns they may hold as to the safety and wellbeing of the child to from a duty of care perspective as far as reasonably practical, but not to the detriment of the Parent's rights. Should concerns be raised by a Service with the Parent/Carer the focus should be on finding solutions to accommodate the Parent/Carers instruction. Ultimately the decision remains with the Parent/Carer in accordance with section 3.1 and 12.4 of the policy.
- 13.4 To assist with the implementation of this policy, Parents/Carers are requested to –
- Adhere to the CEEC GOV POL Arrivals and Departure Policy
 - Complete authorised nominee(s) on enrolment
 - Provide to Catholic Early EdCare relevant court orders, protection orders, apprehended violence orders etc. (and hold on file for reference) that relate to a child in the care of Catholic Early EdCare
 - Inform Catholic Early EdCare of any changes to information recorded on enrolment forms
 - Upon arrival and after signing a child into a Service, inform a staff member that their child has arrived and been signed into the Service
 - Provide in writing approval for their child to be released into their own recognizance (to travel home or to another event/location). This notification is to include the requested time of departure, the desired route that child will take home, estimated time of journey, who will be at destination (e.g. home) when the child arrives, and who will be notified that the child has arrived safely
 - Advise the Service of any change to identified collection and/or departure arrangements of their child/children
 - Refer to the CEEC FA Fees Policy for guidance in relation to late collection and any related fees.

14. SUPPORTING DOCUMENTS

- 14.1 CEEC GOV FORM Extra Curricular Activities

COMPLIANCE

Breaches of this policy will be dealt with under Centacare’s misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Staff Member	In relation to an education and care service, means any individual (other than a volunteer) employed, appointed or engaged to work in or as part of an education and care service, whether as an <ul style="list-style-type: none"> ▪ Educator ▪ Director/Coordinator ▪ Nominated Supervisor; ▪ Or otherwise.
Educator	Educator means an individual who provides education and care for children as part of an education and care service.
Responsible Person	A Responsible Person is - <ul style="list-style-type: none"> ▪ The Approved Provider, or ▪ A person with management or control, or ▪ A Nominated Supervisor, or ▪ A Person in Day to Day Charge of a Service (PIDTDC)
Nominated Supervisor	Workers who have consented to the nomination by the Approved Provider to take on the responsibility and obligations under the National Law and National Regulations to manage a Kindergarten, Long day care, Outside school hours care Service.
Person in Day to Day charge (PIDTDC)	The PIDTDC is placed in day-to-day charge by the Approved Provider or a Nominated Supervisor of the education and care service; and the person consents to the placement in writing.
Approved Provider	Approved Provider is a person who holds a provider approval. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

15. RECORD KEEPING

15.1 Please refer to CEEC GOV PRO Records Management Policy

CHANGES MADE IN THIS REVIEW

- Formatting, add changes made in this review, point 1.2, Section 3