

ARRIVAL AND DEPARTURES PROCEDURE



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POLICY AND PHILOSOPHY

The CEEC GOV POL Arrivals and Departures Policy ensures appropriate measures are in place to protect children from harm or hazard, including providing supervision and preventing the entry of unauthorised persons. Our procedure outlines the steps taken during critical time periods to ensure children's safety and wellbeing.

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TRANSITIONING CHILDREN BETWEEN SERVICES

1.1 SERVICE LEADERS MUST:

- ☐ Conduct a **Transition** risk assessment considering the matters set out in Regulation 102AAC:
 - ☐ At least once every 12 months, and;
 - ☐ As soon as practicable after becoming aware of any circumstance that may affect the safe arrival of children travelling between an education and care service and any other education or early childhood service, e.g. between school and an Outside School Hours Care Service, an Outside School Hours Care Service and a Kindergarten.
- ☐ Ensure clear and ongoing communication between service types, e.g. school and OSHC, OSHC and Kindergarten, outlining:
 - ☐ Service specific processes, e.g. Supervision Management Plans, Prep Transition Procedure;
 - ☐ Year levels transitioning unaccompanied;
 - ☐ Service operating hours;
 - ☐ Changes to processes, e.g. school pick up locations, school hours.
- ☐ Maintain staff to child ratios during accompanied journeys.
- ☐ Ensure children are only marked absent for sessions of care when notified by a Parent/Carer or authorised nominee.
- ☐ If a child becomes unaccounted for, absconds, or is removed from care during a transition, follow the relevant procedure within the **Supervision Procedure**.

1.2 BEFORE SCHOOL CARE

- ☐ When accompanying children to school/ kindergarten at the conclusion of before school care, Service Leaders must ensure:
 - ☐ The journey **concludes before** the end of the service's licensed operating hours;
 - ☐ Children are signed out of the care of the service at the conclusion of the journey.
- ☐ When children are collected by a school/ kindergarten representative, OSHC educators must sign children out at the time of collection.
- ☐ When children transition from OSHC to school unaccompanied, educators must ensure children are signed out of the care of the service as they are seen exiting the service premises.

1.3 AFTER SCHOOL CARE

- ☐ When OSHC staff are accompanying children from school/ kindergarten to after school care, Service Leaders must ensure:
 - ☐ The journey **does not begin** before the service's approved licensed operating hours;

- ☐ Children **are not signed** in to the care of the service prior to the service's approved licensed operating hours;
- ☐ The sign in time reflects the time children were collected at school/ kindergarten and not the time they arrived at the OSHC.
- ☐ When children are accompanied to OSHC by a school/ kindergarten representative, OSHC staff must:
 - ☐ **Not sign** children into the care of the service prior to the service's approved licensed operating hours;
 - ☐ **Not sign** children into the care of the service until children are seen and enter the service premises;
 - ☐ Ensure the sign in time reflects the time children arrived at the OSHC.
- ☐ When children transition from school to OSHC unaccompanied, educators must ensure children are only signed into the care of the service as they are seen entering the service premises.
- ☐ If a child does not arrive within 10 minutes of the session start time, follow the **Non-Arrival of Children on an Attendance List/Roll** flow chart.

1.4 WHERE A CHILD TRANSITIONS TO AND/OR FROM THE OSHC FROM OFFSITE ON THEIR OWN OR IN COMPANY, E.G. WITH AN ADULT, OR ANOTHER STUDENT:

- ☐ The family must provide:
 - ☐ Authorisation in writing that the child will be travelling to/from the service, and by what method;
 - ☐ An acknowledgement the child will not enter into the care of the service until they arrive at the service, or will be released from the care of the service to undertake the journey;
 - ☐ Whether the child is contactable during the journey, i.e. do they have a phone?
- ☐ The authorisation must be stored in the child's Xplor profile.
- ☐ Service Leaders must communicate with the family any safety and wellbeing concerns from a duty of care perspective, with a solutions focus.



ATTENDANCE OF A CHILD IN AN EMERGENCY

2.1 UNDER REGULATION 123, SERVICES MAY PROVIDE CARE IN AN EMERGENCY TO:

- ☐ A child, or 2 or more children from the same family, for a period of not more than 2 consecutive days on which the service operates, if:
 - ☐ A child is determined to be in need of protection under a child protection order;
 - ☐ The parent of a child needs urgent health care that prevents them caring for the child.

2.2 THE SERVICE LEADER MUST:

- ☐ Not permit an additional child or additional children to attend in an emergency unless reasonably satisfied that this will not affect the health, safety and wellbeing of all the children attending the service.

EXTRA-CURRICULAR ACTIVITIES

3.1 THE RESPONSIBLE PERSON IN CHARGE WILL ENSURE:

- ☐ An Extra Curricular Activities Form has been received from Parents/Carers.
- ☐ The child is signed in to the service before attending the activity.
- ☐ The child is signed out by an educator when released to attend the activity.
- ☐ When the activity concludes and the child returns to the OSHC, the child is signed back into the care of the service.

3.2 THE SERVICE WILL:

- ☐ Communicate with Parents/Carers to ensure a clear understanding that the child is not in the care of the service whilst attending the activity and travelling to/from the OSHC.

RELEASING OF CHILDREN

4.1 THE RESPONSIBLE PERSON IN CHARGE MUST ENSURE SAFETY CONCERNS REGARDING CHILDREN RELEASED UNDER THEIR OWN RECOGNIZANCE ARE MANAGED BY ENSURING:

- ☐ The child's enrolment record is complete and up to date.
- ☐ All court orders pertaining to the child are saved to the child's profile in Xplor and staff are aware.
- ☐ The family has provided written authorisation and instructions to release the child and the authorisation is stored on the child's Xplor profile.
- ☐ Communication with the family regarding safety and wellbeing concerns from a duty of care perspective, with a focus on finding solutions.

4.2 SERVICE LEADERS MUST ONLY RELEASE A CHILD TO AN INDIVIDUAL UNKNOWN OR NOT RECOGNISED BY A STAFF MEMBER IF:

- ☐ They fall in one of the following categories:
 - ☐ Parents/Carers
 - ☐ Authorised emergency contact
 - ☐ Authorised adult or authorised nominee, and;
- ☐ The service receives:
 - ☐ A description of the person in advance;
 - ☐ The name of the person attending to the collect the child, and;
 - ☐ The production of photo identification upon arrival.





ARRIVAL OF CHILDREN

NOT ON AN ATTENDANCE LIST/ROLL

CONFIRM

Confirm if the family has requested the attendance.

If no, attempt to contact the family:

If vacancy — offer space and gain confirmation.

If no vacancy — inform parents of no space, and the child will need to be collected from school.

! IMPORTANT !

Children cannot be booked into care without a current enrolment — please refer to Enrolment Processes.

CONTACT

Contact emergency contacts/authorised nominees if unable to contact the family.

If unable to establish contact, contact the child's school (**OSHC ONLY**).

UNKNOWN

Should the child be unknown to service staff, inform the school.

The child is to remain with an appropriate adult (school administration) until collected.

COMPLETE

Complete a CEEC HS FORM Child Incident Report via Guardian.

NOTIFICATION

Follow notification time frames as outlined in CEEC GOV POL Governance and Service Management Policy for reporting (if required).

NOTE

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.



ROLES AND **RESPONSIBILITIES**

APPROVED PROVIDERS

(Including Leadership and Management Teams)

- ☐ Ensure all obligations under the Education and Care Services National Law and National Regulations are met.
- ☐ Ensure an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator ([regulation 158](#)).
- ☐ Ensure the appropriate risk assessments are completed and all relevant actions are undertaken in relation to the period during which children are travelling between the education and care service and any other service which provides education or care to children.
- ☐ Ensure that a risk assessment is conducted to identify and address any risks that a child's travel may pose, and clearly states who holds the duty of care for children during these periods of travel.
- ☐ Take reasonable steps to ensure that nominated supervisors, educators and staff are aware of, access and use the risk assessment to manage risks and maintain the safety of children during travel to or from the service.
- ☐ Ensure systems are in place so that children only leave the service premises:
 - In the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent/authorised nominee.
 - On an excursion with written authorisation from the parent/authorised nominee.
 - If they are given in to the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency ([regulation 99](#)).
- ☐ Ensure a complete enrolment record is kept for each child which contains information set out in [regulations 160 and 161](#), including authorisations from families, and provided authorised nominees.
- ☐ Ensure supervision requirements are met during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios ([regulations 122 and 123](#)).

- ☐ Ensure incident response meets all regulatory requirements, including implementing the Incident, Injury, Trauma and Illness Policy and Procedures ([regulations 86 and 87](#)) should any incidents occur:
 - ☐ Relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee);
 - ☐ Occur relating to the safety of children during travel between the service and an education or early childhood service, (e.g. a child cannot be accounted for).
- ☐ Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Arrivals and Departures Policy and Procedures.
- ☐ Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, responsible persons in charge, educators and staff, and available for inspection.
- ☐ Notify families at least 14 days before changing the policy or procedures if the changes will:
 - ☐ Affect the fees charged or the way they are collected or;
 - ☐ Significantly impact the service's education and care of children or;
 - ☐ Significantly impact the family's ability to utilise the service.



NOMINATED SUPERVISORS AND RESPONSIBLE PERSONS

- ☐ Implement the Arrivals and Departures Policy and Procedures.
- ☐ Ensure an attendance record is kept with: each child's name; the date and time they arrive and depart; and the signature of the person who delivers or collects the child, a nominated supervisor or educator ([regulation 158](#)).
- ☐ Ensure that a risk assessment is conducted to identify and address any risks that a child's travel may pose, and clearly states who holds the duty of care for children during these periods of travel.
- ☐ Take reasonable steps to ensure that educators and staff are aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel.
- ☐ Ensure systems are in place so that children only leave the service premises:
 - ☐ In the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent/authorised nominee with written authorisation of the child's parent/authorised nominee;
 - ☐ On an excursion with written authorisation from the parent/authorised nominee;
- ☐ If they are given in to the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment, or because of another emergency ([regulation 99](#)).
- ☐ Ensure a complete enrolment record is kept for each child which contains information set out in [regulations 160 and 161](#), including authorisations from families, and provided authorised nominees.
- ☐ Ensure supervision requirements are met during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios ([regulations 122 and 123](#)).
- ☐ Communicate any changes to:
 - ☐ Children's delivery and collection arrangements to educators, staff, and families;
 - ☐ The travel routine (e.g. a different walking route is proposed due to inclement weather) to educators and staff.
- ☐ Ensure all educators and staff understand their supervision responsibilities and expectations relating to children's transitions between services.

- ☐ Ensure incident response meets all regulatory requirements, including implementing the Incident, Injury, Trauma and Illness Policy and Procedures ([regulations 86 and 87](#)) should any incidents occur:
 - ☐ Relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee);
 - ☐ Relating to the safety of children during travel between the service and an education or early childhood service, (e.g. a child cannot be accounted for).

EDUCATORS

- ☐ Be aware of and follow the Arrivals and Departures Policy and Procedures.
- ☐ Ensure that the attendance record is completed when children arrive and leave, including: each child's name; the date and time they arrive and depart; and the signature of the person who delivers/collects the child, a nominated supervisor or educator.
- ☐ Be aware of, access and use the risk assessment to manage risks and maintain the safety of children during periods of travel.
- ☐ Ensure incident response meets all regulatory requirements, including implementing the Incident, Injury, Trauma and Illness Policy and Procedures ([regulations 86 and 87](#)) should any incidents occur:
 - ☐ Relating to the delivery of children to, or collection from, the service premises (e.g. a child being released to someone other than family or an authorised nominee);
 - ☐ Relating to the safety of children during travel between the service and an education or early childhood service, (e.g. a child cannot be accounted for).
- ☐ Ensure that, when leaving the service, children are:
 - ☐ Given into the care of a parent, an authorised nominee named in the child's enrolment record, or a person authorised by the parent or authorised nominee;
 - ☐ Given into the care of a person in accordance with the written authorisation of the child's parent or authorised nominee.
- ☐ Meet the supervision requirements during the delivery of children to, and collection from, the service premises, including relevant educator to child ratios.
- ☐ Communicate any changes to the travel routine (e.g. a different walking route is proposed due to inclement weather) to other educators and the nominated supervisor.
- ☐ Be aware of the requirements should any incidents occur.
- ☐ Assist in the creation and review of risk assessments relating to the transition of children between services.

- ☐ Ensure children are signed out of OSHC by educators in the morning, and signed in to OSHC by educators in the afternoon, as per conditions of enrolment on the enrolment form.
- ☐ Ensure children are released in to the care of school or kindergarten as per conditions of enrolment on the enrolment form.
- ☐ Report any incidents to the Responsible Person in Charge.



FAMILIES

- ☐ Be aware of the Arrivals and Departures Policy and Procedures.
- ☐ Remain up to date with the service's practices related to the travel of children between the service and any other education or early childhood service, including knowledge of who holds the duty of care for children during periods of travel.
- ☐ Understand children attending before school care will be signed out by educators and released into the school or kindergarten at the end of the session.
- ☐ Understand children attending after school care will be signed into the service by educators either upon arrival at the service, or when collected by the educators.
- ☐ Provide authorisations in the enrolment form and communicate in writing any changes to information, including contact information and authorisations.
- ☐ Provide relevant court orders, protection orders, apprehended violence orders etc. (to be held on file for reference) that relate to a child in the care of the service.
- ☐ Complete a **CEEC GOV FORM Extracurricular Activities Permission Form** for your child to attend extracurricular activities.
- ☐ Provide written approval for your child to be released into their own recognizance (to travel home or to another event/location). Include:
 - ☐ The requested time of departure;
 - ☐ The desired route the child will take;
 - ☐ Estimated time of journey;
 - ☐ Who will be at the destination when the child arrives, and;
 - ☐ Who will be notified that the child has arrived safely.
- ☐ Provide written authorisation should you require a person (other than the people listed in the enrolment record) to collect your child from the service.
- ☐ Ensure absences/non-attendance, and changes in bookings are communicated in writing.
- ☐ Ensure completion of the attendance record when the child arrives and leaves, including: the child's name; the date and time they arrive and depart; and your signature.
- ☐ Upon arrival, inform a staff member that your child has arrived and been signed into the service.

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (AI). Service Leaders 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.
- ☐ Summary information about fees and related procedures will be included in the CEEC information handbooks.
- ☐ Educators and families will be invited to participate in the review of this procedure.
- ☐ Changes to this document will be shared with families and educators.
- ☐ Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on AI.
- ☐ Contact the Policy Sponsor for further interpretation of this policy.

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



