



THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

Arrival and Departure Policy

Introduction

The Cubbyhouse Preschool and Long Day Care Centre has a duty of care to ensure the safe arrival and departure, to and from the Cubbyhouse for all children and their families.

It is the responsibility of staff and families to ensure the safe arrival and departure of children at the Cubbyhouse and the completion of statutory documentation (authorisations). Practical and safe approaches will promote a smooth transition between home and the Cubbyhouse and confirms the children's presence or absence from the service. This ensures a child's arrival and departure at the service continues their safe care and custody.

Goals – What are we going to do?

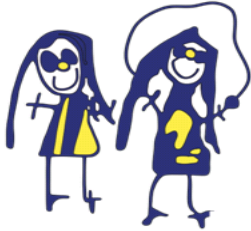
The Cubbyhouse educators will:

- Ensure the safe and documented arrival and departure of children at the education and care setting.
- Support children in settling into the service each day and experience quality education and care through continuity of educators and positive interactions within the community of the service.
- Ensure only authorised persons will be approved to collect children
- Allow families access to their child
- Ensure that visitors to the service are appropriate
- Manage Late Collection of Children/ Failure to collect children with appropriate strategies

1

To ensure the safety of all children in the care of the Cubbyhouse Preschool, the following procedures apply to the arrival and departure of children each day;

- A record of attendance, kept at the centre, includes the full name of each child attending, arrival and departure times, and signature of the person/s who delivers and collects the child. Educators will review the 'Sign In and Out Sheets'. Where parents or authorised persons have not signed in the Nominated Supervisor or other educator will note that the child is in attendance. Families will be reminded to complete the record.
- The child will leave the centre only with the parent, authorised nominee, an authorised delegate as part of an excursion or because the child requires medical care. (This does not include a parent who is prohibited by a court order from having contact.)
- Ensure that two staff members verify that all children have left and have been signed out of the centre. If a child is not signed out educators will check all areas of the centre to ensure no child remains. This will be confirmed via the Statement on the Sign In /Out Sheet.
- Request an 'Authorisation of collection of child/ren' form from the parent or other authorised person named in the enrolment form, prior to allowing anyone other than those listed on the enrolment form to collect a child from the service.
- Allow a child to leave the centre only with an authorised person, of at least 18 years of age, who appears able to appropriately care for the child. Educators will always act in the interest of safety for the child, themselves and other children in the service. It is at the



THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child on the individual case and circumstances.

- Families/family member or delegated authority will;
 - Sign each child in and out of the Cubbyhouse upon arrival and departure, on the 'Sign in and out sheets' with a full signature.
 - Remain responsible for their child whilst they are on the preschool premises.
- All children's information is to be kept filled away and on the centres password protected computer/ server. The information will consist of the child's name, address, home phone number, parent's work phone number and emergency contact phone number.
- The 'Sign in and Out Sheets' will be taken during Emergency Evacuations and used to ensure that all children are accounted for.

Strategies – How will it be done?

Arrival and Departure – the experience for the child and the family

The responsible person will:

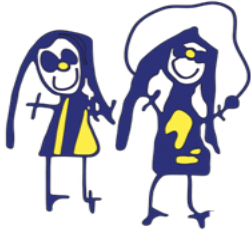
- On orientation and the first day of enrolment, remind families that all children need to be signed in and out as part of regulatory obligations. Families will also be informed that sign in/out sheets will be used for emergency evacuations and need to be completed by families both on arrival and departure from the Cubbyhouse.

Educators and staff will:

- Set the environment with familiar areas for children to enjoy when they are settling into care. Changes in the environment will be discussed with children and families to promote consistency and to help the children feel secure in their setting.
- Greet families and find out about the child's needs for the day.
- Support children to participate in an activity, assist with separation for both adults and children to say goodbye
- Welcome families at the conclusion of the day and communicate about the child's day. Any important messages will be passed on to families, including any changes in their child's routine, accident reports or medication needs.

Families/family member of delegated authority will:

- Communicate any changes of routine with educators. This communication may include information about medication, a change in routine, a person other than a known authorised adult picking up a child and completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure safety and wellbeing of each child.
- Bring their child inside the Cubbyhouse building and assist to unpack lunch boxes, place bag in locker/ on hooks and sign the 'Sign in and out sheets' and then direct their child to an educator/ experience before the parent leaves.
- Ensure they are on time to collect their child as children can be quickly upset if parents are late.
- If in an emergency; parents will be late, they are asked to please call and advise the staff so that children may be informed and arrangements made.



THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

- Families are regularly reminded to be aware of the importance to firmly close all gates and doors when entering or leaving the premises. Also to ensure that no child other than their own leaves with them.
- Educators ensure they are supervising the gates and/or doors as children depart.

Authorisation for Collecting Children

The Cubbyhouse will:

- Ensure that parents complete Emergency Contact details on enrolment form or “Authorisation of collection of children form” form for any adult, other than the parent, who is to collect their child from preschool.
- Ensure that children are only collected by adults authorised by the parent to collect their child.
- If parents are separated or divorced they are required to inform the Centre of any custody arrangements. Copies of any Court Orders must be provided to the Centre before access by either parent is to be restricted.
- If staff are unfamiliar with the authorised adult collecting the child they will request proof of identity e.g. driver’s license, Medicare card etc.
- If an unauthorised person attempts to collect a child the Nominated Supervisor or Educator will keep the child with them until having made contact with the parent or other authorised responsible adult.
- If a parent rings during the day to inform that an unauthorized person is to collect their child, staff ensure that parent’s voice is recognised and/or that child’s date of birth and middle name is requested from parent. The details of the person to collect are recorded on the “Authorisation of collection of children form” and educators will check identity on arrival.
- Ensure that children are only collected by a responsible adult (other than the parents) who is at least 18 years of age

Family Access

The Cubbyhouse will:

- Ensure that parents are able to have access to their child at any time during the day.
- Ensure that parents can exchange information about the child with primary contact staff at mutually convenient times on an ongoing basis.
- Ensure that if parents are separated or divorced they are required to inform the Centre of any custody arrangements. Copies of any Court Orders must be provided to the Centre before access by either parent is to be restricted.
- Any person who has been forbidden by court order from having contact with a child attending the preschool;
 - Must not be given any information concerning that child.
 - Must not be allowed to enter the premises of the preschool while the child is attending the service.
 - Must not be permitted to collect the child from the preschool.

Late Collection of Children

- We are licensed for children to attend the Taree Cubbyhouse between 8am till 6pm, Kempsey Cubbyhouse between 7am til 6pm and Wingham Cubbyhouse between 615am and 615pm Educators must meet Regulations at all times and would be contravening these regulations if they supervise children at the Centre outside these hours. Late collection can be very distressing for the child.



THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

- The Cubbyhouse understands that parents can be late for collecting their child for a variety of legitimate reasons. If parents/caregivers are to be late that they inform the Centre by phone so that staff are able to explain this to the child and make preparations for the care of the child.
- Two Educators are to remain on the premises with any late child until they are collected by an authorized, responsible adult.

Failure to Collect Children

In the event that the parents and emergency contacts are not able to be contacted after close of business and the child/ren are still at the Cubbyhouse

The responsible person will:

- Contact the approved provider
- Contact the police
- If the police are unable to contact the family, have the police or FaCS come and collect the child.
- Make a notification to ACECQA the NQA ITS website.
- Follow up with the police/ FaCS/ family the next day.

The educators will:

- Reassure the child/ren.

Visitors

The cubbyhouse will:

- Ensure that all visitors to the Centre sign the visitor's book with name, date, arrival and departure time, reason for visit.
- Ensure that any visitor (including parent volunteers) is to be accompanied by primary contact staff whenever they are in the presence of children.

Statutory Legislation and Considerations

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations 2011

regulations 99, 158, 168(2)(f)

National Quality Standard

QA 2 - 2.3.2

QA 7 - 7.3.5

Links to Other Policies

Acceptance and Refusal of Authorisation Policy

Child Protection Policy

Communication with Families Policy

Complaints, Grievances and Feedback Policy

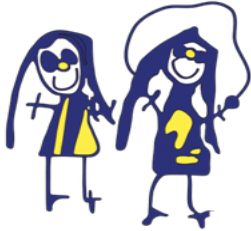
Custody, Access of Children and Parental Responsibility Policy

Emergencies and Evacuations Policy

Excursions and Incursions Policy

Governance and Management Policy

Arrival and Departure Policy – Data, Cubbyhouse originals, Cubbyhouse manuals, Policies



THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

Inclusion and Cultural Diversity Policy
Inclusion of Children with Additional Needs Policy
Infectious Diseases Policy
Interactions with Children Policy
Participation of Students and Volunteers Policy
Policies and Policy Review Policy
Record Keeping and Retention Policy
Risk Management Policy
Security and Lock Up Policy
Supervision of Children Policy

Links to procedures – (Data, Cubbyhouse Originals, Cubbyhouse Manuals, Procedures)

Emergencies and Evacuations
Enrolment and Orientation
Maintaining Records
Opening and Closing
Safety Checks and Supervision
Staff Orientation
Student and Volunteer Orientation

Links to forms/ resources

Data, Cubbyhouse Originals, Forms

- ❖ children's forms
 - Authorisation of collection of child/ren form
 - Medication forms
 - Incident and Accident Forms
- ❖ Centre Forms
 - Confidential Issues Form
 - Evacuation Emergency Contact Cards
- ❖ Family Forms
 - Cubbyhouse Enrolment Form HW
- ❖ Office Forms
 - Compliment, complaint and grievance register

Data, Cubbyhouse Originals Resources

- ❖ Child Safety

NQA ITS website: <http://www.acecqa.gov.au/national-quality-agenda-it-system>

Reviewed and Modified August 2013, October 2014, October 2015