

# Lady Gowrie Community Kindergartens

## ARRIVALS AND DEPARTURES POLICY

### CONSIDERATIONS:

NATIONAL QUALITY STANDARDS	2.2, 3.1, 5.1, QA 6, 7.1
NATIONAL LAW ACT & NATIONAL REGULATIONS	Law Sections: 165, 167, 170, 171, 175 Regulations: 12, 99, 100, 101, 102, 122, 123, 157, 158, 160, 161, 168, 176

### POLICY STATEMENT:

All children must be accompanied into the Service by their parent/guardian or responsible adult.

Children may only be collected by their parent/guardian or an authorised nominee whose details are recorded on the child's Enrolment Form or on an Authority to Collect Form.

Staff undertake adequate supervision throughout the program day and in particular during the arrival and departure process to minimise the risk of a child being mistakenly locked in or out of the service premises.

There is an effective process in place to ensure that every child has been collected from care prior to the Service being closed for the day.

### RELEVANT FORMS/MATERIAL:

- Kindergarten Enrolment Form
- Individual Child Documentation (Court Order/Parenting Order)
- Sign In/Out Attendance Forms and Rolls or Electronic Sign In/Out Device
- Lady Gowrie Community Kindergartens Temporary Authorisation to Collect Form
- Lady Gowrie Community Kindergartens Additional Permanent Authorisation to Collect Form
- Lady Gowrie Qld Incident, Injury, Trauma, Illness Record
- Notification of Incident (ACECQA)
- Lady Gowrie Community Kindergartens Late Collection Form
- Lady Gowrie Community Kindergartens Child Protection Policy
- Lady Gowrie Community Kindergartens Exclusion and Recording of Illness and Infectious Diseases Policy
- Lady Gowrie Community Kindergartens Excursion Policy
- Lady Gowrie Community Kindergartens Incident, Injury and Trauma Policy
- Lady Gowrie Community Kindergartens Missing Child Policy
- Lady Gowrie Community Kindergartens Safety and Supervision Policy
- Lady Gowrie Community Kindergartens Transportation of Children Policy
- Kindergarten Supervision Guidelines
- Risk Assessment of Physical Environment
- Risk Assessment (Communication) for those Services with Before and After Care Programs

#### SOURCES:

- ACECQA (2023) NQS Information Sheet: Quality Area 2 Minimising the risk of children being mistakenly locked in or out of service premises.
- ACECQA (2023) NQS Information Sheet: Quality Area 2 Minimising the risk of children being left behind in vehicles.
- Queensland Government, (2023). Queensland Kindergarten Funding Essentials: Sessional Kindergarten.
- Queensland Government, (2023). Queensland Kindergarten Funding Essentials: Long Day Care Service Providers.
- Education and Care Services National Regulations
- Education and Care Services National Law (Queensland) Act (Accessed 2023)

**Reviewed: October 2023**

**Date of Review: April 2025**

INFORMATION FOR FAMILIES	
BACKGROUND	<p>To ensure the wellbeing and safety of all children in education and care services, there are legislative requirements that Services must adhere to and implement into practice, relative to the arrival and collection of children in their care.</p> <p>A child may only leave the education and care service premises under any of the following circumstances:</p> <ul style="list-style-type: none"> <li>(a) Is given into the care of – <ul style="list-style-type: none"> <li>(i) A parent of the child; or</li> <li>(ii) An authorised nominee named in the child's enrolment record; or</li> <li>(iii) A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or</li> </ul> </li> <li>(b) Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or</li> <li>(c) Is taken on an excursion in accordance with this Division; or</li> <li>(d) Is given into the care of a person or taken outside the premises- <ul style="list-style-type: none"> <li>(i) Because the child requires medical, hospital or ambulance care or treatment; or</li> <li>(ii) Because of another emergency.</li> </ul> </li> </ul> <p>In this regulation <b>parent</b> does not include a parent who is prohibited by a court order from having contact with the child.</p> <p>It is also important to note that the parent or authorised nominee are required to sign in and sign out under legislation each day the child is in attendance at the Service. These records are important in the event of an emergency evacuation of the premises and also for parental enquiries, if it is necessary to check on the collection of children. It is also a requirement for funding under the Queensland Kindergarten Funding (QKF).</p>
PROCEDURES FOR FAMILIES	
ON ENROLMENT AND WHEN DETAILS CHANGE	<p>It is important that families complete the Enrolment Form providing current contact information for the parent/guardian and at least one Emergency Contact, who is an authorised nominee to be contacted by the Service and to collect the child from the Service in an emergency situation. Families are required to advise the Service in writing of any changes to these essential contact details throughout the child's attendance at the Service.</p>
FAMILIES  ON ARRIVAL AT THE SERVICE EACH DAY	<p>On arrival at the Service please:</p> <ul style="list-style-type: none"> <li>• Sign your child in on the electronic kiosk displayed in the Service Foyer or classroom (From 2023 paper-based forms are only used if the online platform is not functioning, in this instance next to your child's name record time, name and your signature). With electronic sign in families use their personal mobile phone number to access their account, then enter their private PIN and press the sign</li> </ul>

	<p>in tab. Please note with the electronic system, if you have more than one child attending the Service, you can sign them in on the same iPad regardless of their group.</p> <ul style="list-style-type: none"> <li>• Phone numbers you have supplied on the Enrolment Form are accessible to staff daily. If there is a change in contact numbers for that particular day, please advise staff via email or in the parent communication book in the children's individual room.</li> <li>• Ensure you transfer your child to the care of the person in charge before departing (either in the classroom or the outdoor environment) and say goodbye to your child.</li> <li>• The Service Approval of the Kindergarten and the Kindergarten Handbook outlines the program operating times. Children are only able to be left in the care of Service staff, at the official commencement of this time. Please discuss with staff should you have any questions regarding this.</li> </ul>
<b>FAMILIES ON DEPARTURE</b>	<p>At Departure time please:</p> <ul style="list-style-type: none"> <li>• Come in and greet your child.</li> <li>• Together say farewell to the teacher/educator in charge of the group and to other staff as appropriate.</li> <li>• Sign each child out on the electronic device using the iPad in the Service Foyer or classroom (Use your personal mobile number to access your account, then enter your private PIN and press the sign out tab). Please note with the electronic system, if you have more than one child attending the Service, you can sign them out on the same iPad regardless of their group. Paper based sign out forms will be used in the instance the electronic system is not functioning, in this instance next to your child's name record time, name and your signature.</li> <li>• Ensure you accompany your child from the time she/he leaves the group until you depart from the Service.</li> </ul>
<b>FAMILIES ALTERNATIVE ARRANGEMENTS</b>	<ul style="list-style-type: none"> <li>• If alternative arrangements for collecting a child are made, please ensure that staff are notified about them, (Complete Temporary Authorisation to Collect Form). The name and a description of the adult who will be taking the child from the premises is necessary. On arrival at the Service, the person will be required to show photo identification before the child will be released into their care. Staff are able to sign your child out on the electronic sign in and sign out system in this instance.</li> <li>• Children will only be released to adults whose names are recorded on the Enrolment Form, or previous arrangements have been made with staff by the parents/guardians and documentation completed recording the person as an authorised nominee.</li> <li>• In unexpected circumstances a phone call or email to the Service detailing the information for collection can be undertaken. Staff will complete the information on the Temporary Authorisation to Collect Form and the circumstances in which this information was provided. Staff will advise the Responsible Person at the time of the change of circumstances. The parent/guardian will then sign this form when next at the Service. Photo identification is still required to be shown under these circumstances by the nominated person collecting the child.</li> </ul>

PROCEDURES FOR STAFF	
<p>ADEQUATE SUPERVISION WHAT YOU SHOULD DO</p>	<p>Staff, the Nominated Supervisor and Approved Provider/Executive Committee will ensure that the Risk Assessment of the Physical Environment and or Service Supervision Guidelines include details of risk minimisation strategies during the arrival and departure process.</p> <p>Staff may discuss and reflect during the program year, the learning environments and learning experiences which support adequate supervision during arrival and departure processes reflective of the needs of each group. It is acknowledged that the arrival and departure process during term one may be different to later terms with children being new to the service and or new as a group in relation to which parent/guardians and authorised nominees are attending each day.</p> <p>Staff will ensure that when relief staff are in place, relief staff and in particular the Responsible Person is aware of how to access children's Enrolment Forms in confirming who is listed as a parent/guardian or authorised nominee for collection.</p> <p>Services that undertake transportation of children will ensure that the Transportation of Children Policy is undertaken in ensuring the safety and wellbeing of children on arrival and departure from the Service.</p>
<p>ON DEPARTURE OF CHILDREN FROM THE SERVICE STAFF SHOULD</p>	<p>Only release children into the care of their parent/guardian or authorised nominee as noted in information above. Where necessary ask the person to wait, while enrolment records are checked and then photographic identification sighted, to correspond with enrolment records. If the identification has occurred by administrative staff or staff in the office, please ensure that the contact staff in the room have been made aware of the identification authorisation and collection authority for the child.</p> <p>At the end of each day the Service staff are to have a system where it is documented by staff that every child has been collected from the Service e.g., Review the electronic sign in and sign out system to ensure each child has been accounted for and signed out.</p> <p>This is to be used as a check for the last staff leaving, that all children from all rooms have been collected. If a child has not been signed out by their family or staff, the staff member on last shift is to contact staff and the family to confirm the child is not in the building.</p> <p><b>Emergency Situations:</b></p> <ul style="list-style-type: none"> <li>• A child may be released into the care of a person or taken outside the premises – because the child requires medical attention, hospital or ambulance care or treatment; or</li> <li>• Because of another emergency.</li> </ul> <p>In this policy "parent" does not include a parent who is prohibited by a court order from having contact with the child.</p>

<p><b>FOR SERVICES PROVIDING BEFORE OR AFTER CARE PROGRAMS</b></p> <p><b>WHAT STAFF SHOULD DO</b></p>	<p>Kindergarten Services that offer before or after Kindergarten programs will have clear communication systems, to ensure the well-being and safety of the children is met at all times. The Service will complete a Risk Assessment that identifies and supports the sharing of information for staff across the programs provided at the Service.</p> <p>In the instance that the Kindergarten service provides Before and/ or After Care through a partner organisation (school based or similar) a specific Risk Assessment will be developed to ensure all risks between the Kindergarten Service and the partner site are identified. This Risk Assessment will be reviewed at least every 12 months and, as soon as practicable after becoming aware of any circumstance that may affect the safe arrival of children travelling between the Kindergarten Service and the partner site.</p> <p>A clear procedure will be developed, in consultation with key stakeholders, in relation to the roles and responsibilities of staff prior to, during and after the transfer of children from one Service to another. To ensure the safety and wellbeing of children during this process consider the following:</p> <ul style="list-style-type: none"> <li>• Attendance records are 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.</li> <li>• All supervision requirements are met during delivery of children to, and collection from, the service premises, including relevant educator to child ratios.</li> <li>• Should any incidents occur relating to the safety of children during the transfer to and from an alternative site, ensure all responses meet requirements including implementing the Incident, Injury and Trauma Policy</li> <li>• Ensure that when leaving the Service, the child is given into the care of a person in accordance with written authorisation of the parent or authorised nominee.</li> <li>• 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.</li> <li>• Have clear information about who holds the duty of care for children during the travel period between the Kindergarten Service and the partner site.</li> <li>• Clearly communicate with families the procedures that are in place and notify them when there is a change to procedures, or the Risk Assessment is reviewed.</li> <li>• Develop a checklist to ensure all children remain safe and accounted for during and at the completion of the travel period,</li> </ul>
<p><b>ELECTRONIC SIGN IN/OUT</b></p> <p><b>WHAT STAFF SHOULD DO</b></p>	<p>Each morning the Service Manager/Responsible Person is required to check rolls using Kiosk and for those children not in attendance to be marked as absent. Any child in attendance, but not signed in needs to be signed in by the Service Manager/Responsible Person on Kiosk.</p> <p>At 10.00am every morning, the Service Manager/Responsible Person/Service Administrator is required to print a paper copy of the daily attendance summary in Storypark Manage (not Kiosk) and provide a copy to each room. Where a Service prefers to hold a paper based class roll which is completed each morning by staff, the printout from the digital platform is not required; if this process has been discussed with the Approved Provider / Executive Committee and the paper based record reflects the information that would be provided from the daily attendance</p>

	<p>summary.</p> <p>At the end of each day the Service Manager/Responsible Person will check that all children have been signed out, using the Kiosk. If a child has not been signed out by their parent/guardian or authorised person and staff have witnessed the child leaving, they are to be signed out by the Service Manager or Responsible Person using the Kiosk.</p> <p>Signing out is done on an iPad using Kiosk. Enter the Mobile number allocated to access the account and tap on your name, adding in your PIN. Once access has been established rolls can be checked to ensure all children are signed out.</p> <p>If a child has not been signed out and staff members on the closing shift have not witnessed the child leaving, the Responsible Person on the closing shift is to contact room staff to confirm the child has been collected. If room staff are unable to confirm that the child has been collected, the Responsible Person is to contact the family by telephone to confirm the child has been collected and is not in the building.</p> <p>If the child is not located either within the Service or with their family/ authorised person, the Missing Child Response Procedure will be activated. Refer to Lady Gowrie Community Kindergartens Missing Child Response Policy.</p>
CHANGES TO ARRIVAL AND DEPARTURE PROCESS AND POLICY	<p>We share with families that the arrival and departure process may be amended at any time, when necessary, in meeting directives of authorities such as, Department of Education, Queensland Public Health and Australian Department of Health. These directives will be adhered to in the interest of public health and supporting the health and wellbeing of our Service communities and as directed by Public Health or other authorities.</p> <p>Families will be advised of the new procedures via email, notices at the Service and other regular communication methods in place at the Service.</p> <p>These changes may include.</p> <ul style="list-style-type: none"> <li>• Limiting the number of adults accessing the Service and restricting drop off and pick up to immediate parent/guardian/carers.</li> <li>• Requesting that families meet staff at the entrance to the Service and staff then support children to move to their group/classroom or move to the entrance of the Service for collection.</li> <li>• Requesting that any nominated person who is not an immediate parent/guardian/carer meets staff at the entrance to the Service and staff then support children to move to their group/classroom or move to the entrance of the Service for collection.</li> <li>• Having alternative entrance and exit routes for the Service.</li> </ul>
REFUSAL OF AUTHORITY TO COLLECT WHAT STAFF SHOULD DO	<p><b>Refusal of Authority to Collect:</b></p> <p>The Service reserves the right to refuse the parent or authorised nominee to collect the child from the Service if the Nominated Supervisor/Responsible Person deems that person unfit to take the child into their care.</p> <p>Examples of this may include intoxication, state of mind, visibly distressed or travel in a vehicle with which does not have the correct restraints for the child, which are age appropriate and meet legal requirements.</p>

	<p>Upon refusal of authority to collect, the Service is to assist in making alternative arrangements for the collection of the child, either through another emergency contact or any other authorised nominee to collect who is in a fit state and the Service is able to transfer their duty of care for the child.</p> <p>A representative of the Approved Provider is to be notified, the Regulatory Authority is to be contacted and where required Notification of Incident to be completed. Please contact your Central Governing Body for assistance and forward information to them regarding this matter.</p> <p><b>Court Order/Parenting Order:</b> Staff will adhere to any Court Order or Parenting Order provided regarding access to an enrolled child. The parent/guardian is responsible for ensuring that the Service is provided with the current Court Order/Parenting Order.</p> <p>In the instance that there is no Court Order/Parenting Order in place and a known parent/guardian of the child attends the Service to collect the child and is able to show photographic identification, to match the information on the birth certificate held at the Service and the child's Enrolment Form, the parent/guardian will be provided access unless staff deem that the person is unfit to take the child into their care.</p> <p>In any refusal of authority to collect situation, the safety and wellbeing of children and staff is paramount. If needed, staff will contact police on 000 to attend the Service. Where the safety and wellbeing of the children in the group and staff is at risk, staff will release the individual child in relation to the refusal of authority to collect situation. Staff will immediately update police that the child has been taken from the Service without authorisation, providing a description of the child and the person that removed them without authorisation.</p> <p>Where a child is taken from the Service without authorisation staff will:</p> <ul style="list-style-type: none"> <li>• Confirm that police have the most current information regarding the emergency situation.</li> <li>• Notify an Executive Committee Member (Approved Provider).</li> <li>• Notify the other parent/guardian if this has not yet taken place.</li> <li>• Complete an Incident, Injury, Trauma, Illness Record.</li> <li>• Notify the Regulatory Authority and</li> <li>• Notify Lady Gowrie Qld as the CGB for the Service of the incident.</li> </ul>
<p>COLLECTION OF CHILD FROM THE SERVICE BY DEPARTMENT OF CHILD SAFETY, SENIORS AND DISABILITY SERVICES</p>	<p>In some circumstances where the child's wellbeing and safety is a priority, a child may be collected from the Service by a representative of the Department of Child Safety, Seniors and Disability Services.</p> <p>Service staff are able to request to see the person's identification and take a copy of this. Staff are able to enquire with the person if the parent/guardian has been advised that the child is being collected from care or what staff are to advise, if the parent/guardian makes contact with the Service.</p> <p>Staff will support the child to collect their belongings, reassure the child and support the person to sign the child out of care.</p>

<p>LATE COLLECTION PROCEDURE</p> <p>WHAT STAFF SHOULD DO</p>	<p>In the instance that a child has not been collected from the Service at completion of the program the following procedure should take place:</p> <ul style="list-style-type: none"> <li>• Ten minutes after the normal completion of the program staff call the contact numbers of listed parents/guardians and advise that the child is still at the Service. If contact is successful, confirm the expected time of arrival at the service and who will be collecting the child. If a message is left clearly advise that the child is still at the Service with staff and leave the phone number of the service, advising parent/guardian to call the Service as soon as possible.</li> <li>• During this time the child is to be reassured that staff will remain with them and either engage the child in play experiences or suitable jobs with staff, in preparing the service for closure. Where the Service has outside of hours care, the staff may decide to sign the child into this program advising staff that the family have been contacted.</li> <li>• Start completion of Late Collection Form (this is completed at the discretion of the individual Kindergarten Service).</li> <li>• Continue to call listed contact numbers.</li> <li>• Twenty minutes after the normal completion of the program, call the emergency contacts listed on the Enrolment Form, establishing if they are able to collect the child or are aware of why the parent/guardian may be delayed in collecting them.</li> <li>• Call the Approved Provider (President or other Executive Member) of the Service, advising them that there is still a child in attendance at the Service and the two staff who are remaining with the child. Explain that contact with either parent/guardian or emergency contacts has been successful and estimated time of collection. If President is not available call another member of the Executive Committee.</li> <li>• Continue to call listed contact numbers.</li> <li>• <b>If the child has siblings call early childhood service/school which they attend to enquire if they have been collected from care.</b></li> <li>• When parent/guardian or emergency contact arrive, complete Late Collection Form and advise of late fee which will be charged (if relevant to the situation, a late fee should only be charged for repeated late collections rather than an emergency circumstance).</li> <li>• Forty five minutes after the normal completion of the program, call the Central Governing Body if no contact with parent/guardian or emergency contacts has been successful.</li> <li>• One hour after normal completion of the program call Regulatory Authority (Department of Education, Early Childhood), to advise that child has not yet been collected from care and all attempts at contacting parent/guardian or emergency contacts have not been successful.</li> <li>• Staff then contact Queensland Police Service (local station number) and arrange for the child to be collected from the Service. On arrival of police at the Service provide copies of contact details, attempts of contact and key information from Enrolment Form such as address, date of birth, names and contact information of all parents/guardians and emergency contacts. Any medication and information regarding allergies/dietary requirements should be sent with the child.</li> <li>• Call parent/guardian again and inform them that child is now in care of Queensland Police Service. Secure a note in an easily accessible place but weatherproof area, advising family that on arrival at the Service they need to contact Queensland Police Service with the number and address of the local station (provided by officers on arrival at service). Provide police with the best contact details of either the Nominated Supervisor of the</li> </ul>
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	<p>service and Approved Provider (President or Executive Committee).</p> <ul style="list-style-type: none"> <li>• On arrival of the police at the Service contact the Approved Provider/President/Executive Committee and advise that care of the child is being handed over to the Queensland Police Service.</li> <li>• Staff are able to accompany child to Queensland Police Service at their discretion, staff must not transport the child in their own vehicle and are not required by the Service to accompany the child, however in understanding that this may be a distressing time for the child, this is an option for those staff who elect to volunteer for this time.</li> <li>• Advise Approved Provider/Executive Committee and Central Governing Body of outcome of incident as soon as information is known the following day. Complete relevant notification as requested by the Regulatory Authority.</li> </ul>
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