

CHILDREN'S DEPARTURE PROCEDURE

To ensure the health and safety of children at our Service, our *Arrival and Departure Policy* is strictly adhered to allowing a child to be collected by a parent or person authorised by a parent or authorised nominee named on the child's enrolment form. (Regulation 99). The daily sign in and out register is not only a legally required document to record children's attendance as per National Law and Regulations, but also used as a record of the children on the premises should an emergency evacuation be required to be implemented.

Working in conjunction with the *Arrival and Departure Policy*, this procedure provides steps for educators to ensure children are released only to an authorised person as named by the parent/guardian on the individual child's enrolment form.

Education and Care Services National Law or Regulations (R. 84, 99, 157, 158, 160, 173, 176, 177 and S162(a)) NQS QA 2: Element 2.1.1, 2.2.1, 2.2.2 and 2.1.3 Health practices and procedures
Related Policy: Arrival and Departure Policy

STEP 1: AUTHORISATION OF COLLECTION OF CHILDREN		
1	Parents/authorised nominee must advise staff who will be collecting the child/children in writing as per the <i>Acceptance and Refusal Policy</i>	
2	Parents are to advise their child's educator if someone different is picking up their child, both verbally and in writing, either via email or letter. This person is to be named on the enrolment form or added in writing to management as an authorised nominee or authorised person for the child	
3	In the case of a separated family, either biological parent is able to add a contact in writing unless a court order is provided to the Director stating that one parent has sole custody and responsibility	
4	No child will be withheld from an authorised contact or biological parent named on the enrolment form unless a current court order is on file at the Service	
5	<p>In the case of a particular person (including a biological parent) being denied access to a child, the Service requires a written notice (court order) from a court of law</p> <ul style="list-style-type: none"> educators will attempt to prevent that person from entering the Service and taking the child however, the safety of other children and educators must be considered educators will not be expected to physically prevent any person from leaving the Service in such cases, the parent with custody will be contacted along with the local police and appropriate authorities where possible the educator will provide police with the make, colour, and registration number of the vehicle being driven by the unauthorised person, and the direction of travel when they left the Service educators will provide a description of the person to the police- including their clothing, gender, height and a description of the child's clothing 	

	<ul style="list-style-type: none"> a court order overrules any requests made by parents to adapt or make changes. For the protection of the children and educators, parents are asked not to give our front door code to anyone other than those absolutely necessary 	
6	In the case of a serious incident occurring, as described above, the regulatory authority must be notified within 24 hours through the <u>NQA IT System</u>	
7	The Nominated Supervisor will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children from the Service	
8	<p>Children may only leave the Service premises if the child:</p> <ul style="list-style-type: none"> is given into the care of a parent of the child, or into the care of an authorised nominee named in the child's enrolment record, or given into the care of a person authorised by a parent or authorised nominee named in the child's enrolment record, or is taken on an excursion with written authorisation, or given into 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 (evacuation due to bush fire, flood) 	

STEP 2: RELEASING CHILDREN TO AUTHORISED NOMINEE

1	Photo identification must be sighted by a Primary Contact educator before the child is released. If educators cannot verify the person's identity, they may be unable to release the child into that person's care, even if the person is named on the enrolment form	
2	All children must be signed out by their parent (or a person authorised by the parent) when the child is collected from our Service. If the parent or other person forgets to sign the child out, they will be signed out by an educator/ Nominated Supervisor	
3	Electronic devices used to sign children out of the Service will be disinfected between use/ pens must be wiped with a disinfectant wipe between uses or parents are requested to use their own pen	
4	Two (2) educators will complete a security check at the end of the day including physically checking the Service for any children and ensuring all children have been signed out on the attendance record	

STEP 3: HEALTH AND SAFETY CONSIDERATIONS

1	<p>If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:</p> <ul style="list-style-type: none"> • discuss their concerns with the person, without the child being present if possible, and • suggest they contact another parent or authorised nominee to collect the child • follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy • contact the Police and other regulatory authorities <ul style="list-style-type: none"> ○ Child Protection Hotline NSW 132 111 ○ Child Protection Vic (after hours) 1312 78 ○ Child Safety QLD 1300 682 254 ○ Territory Families NT 1800 700 250 ○ Government Community Services 1300 556 728 ○ Child Protection SA 131 478 ○ Child Safety TAS 1800 000 123 ○ Department of Communities 1800 273 889 ○ Communities and Justice- <u>Child Protection Reporting</u> ○ If an authorisation to collect a child is refused by the Service, it is best practice to document the actions for evidence to authorities (refer to <i>Refusal of Authorisation Record</i>) 	
2	At the end of each day two (2) educators will check indoor and outdoor premises including all rooms and storage rooms, beds and cots, and storage sheds to ensure that no child remains on the premises after the Service closes	
3	A designated area for pick up will be clearly indicated	
4	Signage clearly indicates the requirement of all adults to adhere to physical distancing requirements (1.5 metres)	
5	Parents will be welcomed outside our Service by an educator and a non-contact device used to sign their child out of the Service or parents are asked to bring their own pen to sign their child into the service	
6	<p>Due to enhanced safety and hygiene measures to mitigate the risk of COVID-19, interactions with any educators or service staff will be limited and physical distancing will be adhered to at all times between adults</p> <ul style="list-style-type: none"> ○ should families require longer conversations regarding their child's care, these should be conducted via phone or email where possible 	

STEP 4: LATE COLLECTION OF CHILDREN

1	Parents/authorised persons are requested to arrive to collect their child/children by 6.00pm.	
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2	If there are children still present at the Service upon closing, it is best practice to ensure a minimum of two educators remain until all children are collected	
3	Parents are provided with late collection fee structure upon enrolment	
4	If parents/guardians know that they are going to be late, they must notify the Service. If possible, they should make arrangements for someone else to collect their child.	
5	If they have not arrived by 6:00pm the Service will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Nominated Supervisor will call alternative contacts as listed on the enrolment form to organise collection of the child.	
6	Due to licensing and insurance purposes, if by 6pm neither the parent or any of the authorised nominee are available or contactable, the Service may need to contact the police and other relevant authorities (see: Communities and Justice) to assist in contacting parents/guardian.	
7	If the child is taken to an alternative safe location for example: Police Station, a sign will be displayed at the Service notifying parents/guardian of the child's whereabouts. If this occurs, the Service will be obligated to contact Communities and Justice and notify the Regulatory Authority	
8	Where families are continually late to collect children, a Late Collection of Children letter will be presented to parents/guardians	
9	Should this non-compliance continue, the Service reserves the right to terminate a child's enrolment.	

STEP 5: IN AN EMERGENCY SITUATION

1	In the case of an emergency, (because the child requires medical, hospital or ambulance care or treatment), where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the Service and arrange an alternative person to pick up the child. This contact must then be confirmed in writing to the Service (email, text or letter) by the parent/guardian.	
2	Children may leave the premises in the event of an emergency, including medical emergencies as outlined in our Emergency Evacuation Policy	
3	Sign in sheets or attendance reports are to be used as a record in the case of an emergency to account for all children present at the Service	