

Y Canberra Region

Arrival and Departure Policy

Policy Statement

It is the responsibility of Y People and Parents / Guardians to ensure the ongoing safety of the participants attending a Y Canberra Service. The safe management of their arrival, departure, transition and transportation is critical at the beginning, during and at the end their day. Parents / Guardians and participants will start and finish their day feeling supported, welcomed and valued at the Y.

Objective:

- To ensure the Y Canberra Region services are compliant to Education and Care National Law and Regulatory requirements
- To ensure participants safe health and well being
- To ensure participants who attend our programs are safely signed in and out of care
- To ensure effective attendance records are maintained, documented and complete immediately in case of a serious incident
- To ensure participants are collected from care by an authorised person.

Procedures

Y People and Parents / Guardians will record the arrival and departure of participants using QK Enrol / KIOSK. This will include...

- full name of each participant attending
- arrival and departure times
- digital signature of the person who delivers and collects the participant or the nominated supervisor or Y Person

Y People will...

Review QikKids / Kiosk to ascertain the enrolled participant.

Sign in participants if not signed in by a Parent / Guardian or authorised person, then alert them to confirm this record.

Ensure participants depart the service with the authorised parent / guardian or authorised contact as indicated on the child's enrolment record. (This does not include a parent who is prohibited by a court order from having contact.)

If a participant is not signed out, Y People will check all areas of the service to ensure no one remains. Y People will contact the participants parent/guardian to confirm collection and record the time of departure in QikKids / Kiosk.

If Y People do not recognise the person collecting the participants, they will;

- check for authorisation on QikKids / Kiosk before releasing a participant
- allow a participant to leave the service only if they are an authorised fit and proper person. Y People will always act in the interest of participant's safety
- ensure written permission is obtained
- Sight and confirm the correct authorised person. Collect a copy of photo ID, either photo or photocopy

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Inform parents / guardian or authorised person of...

- their regulatory obligations for signing their participants in / out of the service.
- Kiosk sign in / out records being used for emergency response procedures.

Develop rosters / schedules to provide continuity of care for participants throughout the day.

Implement an environment that's warm and welcoming. Changes in the environment are discussed with participants to promote consistency and to help them to feel secure in their setting.

Greet Parents / Guardians, gather information about their strengths, interests and daily needs.

Support participants to engage in the daily experiences and assist with the separation process.

Welcome Parents / Guardians at departure time. Share information about the day, pass on messages, any routine changes, incident/accident reports or medication needs.

Contact the Parent / Guardian to ascertain an absent participant's whereabouts. If they are not able to be located, notify the Area Manager / Director and initiate the Runaways and Unaccounted for children Policy

Conduct and document regular head counts to ensure all participants are present and accounted for. This can include the start and end of the day, transition times and at shift changes. Head counts must be documented and completed immediately when staff become aware of a serious incident.

Parents / Guardian or authorised person will:

Sign participants In / Out of the service using QK Kiosk upon arriving and departing the service.

Be provided with their own login details and PIN.

Remain responsible for their participant whilst on the premises.

Use the QK Enrol Family app to inform the service of absences. If unable to access the app, notify the absence, by calling Y Canberra 62424040 for OSHC or the individual service for ELC's.

Communicate any changes of routine with Y People, including information about upcoming absences, medication, a change of routine, a person other than a known authorised adult picking up a participant, completing and documentation or if there is a change in time of arrival or departure

Interact in the environment, build relationships with Y People and open communication networks.

NOTE: A person under the age of 16 will not be permitted to collect a child from our services unless written authorisation has been granted from services Executive Manager

Unaccounted for Participant

If a participant is "Unaccounted" for group Y People will...

1. Immediately ensure a complete and comprehensive roll call is conducted to ensure participants are in attendance, accounted for or unaccounted for.
2. appoint a responsible Y Person (more than one if able) to conduct an immediate search of the indoor and outdoor facility. (for excursions if required search the local area).

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3. group participants to reduce the staffing level and relocate to an area that allows for active and effective supervision.
4. seek assistance from the immediate environment and community to look for the missing participant e.g. teachers, other participants.
5. inform Nominated Supervisors / Management of the situation as soon as safely able.
6. if required conduct a wider search (take a mobile phone in order to report back any developments).
7. inform parents / guardians, explaining the implementation the facility and local area search which has resulted in not being able to locate their participant.
8. discuss with the parent / guardian any suggestions as to where the search could be directed e.g. a relative or friend's house nearby.
9. inform the police of the missing participant and follow their instruction, once all strategies are exhausted.
10. record the steps taken during the incident, including last known time and location the child was seen.
11. record and log a detailed incident immediately and report within 24 hours via SOLV
12. reflect, evaluate and review any supervision, arrival and departure procedures and strategies
13. where required after the incident, Y People are debriefed and offered counselling.
14. ensure any media correspondence is referred directly to the Y Canberra CEO

Transportation

Y People on occasion transport participants from one location to another. Y People need to take specific steps to ensure their health, safety and wellbeing.

Transporting participants may present additional risks depending on how transitions between a vehicle, service premises and location is managed. Y People will strengthen the safety of their transportation arrangements by consulting with participants to develop and implement a comprehensive Risk Assessment Plan and procedure that demonstrates safe practice.

Y Canberra Services are not permitted to transport participants in a private vehicle however will transport children for the purpose of an excursion, regular outing or school drop off / pick up service.

Procedure

A Risk Assessment for transporting participants will include...

- The proposed route and duration of the transportation
- The proposed pick-up location and destination
- The means of transport
- Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the participants are being transported
- Any water hazards
- The number of adults and participants involved in the transportation
- The risks posed by transportation, the number of Y People or other responsible adults that is appropriate to provide effective supervision and whether any adults with specialised skills are required
- Any items required to be available during transportation e.g. mobile phone, emergency contact numbers
- Processes for entering and exiting the premises and the pick-up location or destination (as required)
- Procedures for embarking and disembarking the means of transport, including how participants are accounted for on embarking and disembarking.

Authorisation for transportation of participants in a vehicle will include...

- The participants name
- The reason the participant is to be transported
- Authorisation for regular transportation, a description of when the participant is to be transported
- The date the participant is to be transported

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- A description of the proposed pick-up location and destination
- The means of transport
- The period of time during which the participant is to be transported
- The anticipated number of participants
- The anticipated number of Y People and any other adults who will accompany and supervise the participants during transportation
- Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which participants are being transported

If the transportation is 'regular transportation', authorisation is required annually.

Definitions

QK Kiosk - Digital software program to record attendance and absences for participants

Unaccounted – A participant who enrolls into a program or service and has not arrived

Scope

Children's Services

Roles and Responsibilities

Department/Area	Role/Responsibility
Nominated Supervisors / Managers	Ensure accurate sign in/out records are maintained for each participant Ensure arrival and departure times are a time for information sharing Ensure only authorised persons are permitted to sign participants in / out of the service
Y People	Ensure accurate sign/out records are maintained for each participant Ensure that all arrival and departure times are used as opportunities to share information and welcome contributions Ensure areas of the service are checked daily for any remaining participants not signed out As part of the closing procedure complete the Security Clearance section on each of the rolls to verify this. Assist with the separation process to settle participants in the environment Ensure authorised persons are permitted to sign a child out from a service at any time.
Parents / Guardians	Adhere to sign and out procedure of the service Update all authorised persons and contact information regularly with the service Use arrival and departure times to discuss and share important and relevant information with educators.

Related Policies and Procedures:

Enrolment Policy

Orientation Policy

Acceptance and Refusal of Authorisations Policy

Supervision Policy

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Standards/ Legislation/References:

Education and Care Services National Law 2010

<https://www.legislation.vic.gov.au/in-force/acts/education-and-care-services-national-law-act-2010/013>

Education and Care Services National Regulations 2011

<https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653>

National Regulation Amendments Sept 2020 - Safe transportation of Children

ACECQA Information Sheet Oct 2020

<https://www.acecqa.gov.au/sites/default/files/2020-08/Infosheet-SafeTransportationOfChildren.pdf>

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