

Arrival and Departure Policy

Policy Statement

It is the responsibility of Y People and families to ensure the ongoing safety of the children and young people attending a Y Canberra Service. The safe management of their arrival, departure, transition and transportation is critical during times at the beginning, during and at the end their day. Families and children will start and finish their day feeling supported, welcomed and valued at the Y. Arrival and departure times encourage families to interact in the environment, build relationships, open communication networks in addition to being important for compliance and regulatory requirements such as enrolment and attendance records.

Objective:

- To ensure the Y Canberra are compliant to all Education and Care National Law Regulatory requirements are abided by.
- To ensure children's safe health and well being
- To ensure children who attend our programs are safely signed in and out of care
- To ensure effective attendance records are maintained
- To ensure children are collected from care by an authorised person.

Procedures

Y People and Parents / Guardian will record the arrival and departure of children using QK Enrol / KIOSK.

This will include:

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

Y People will...

Review QikKids / Kiosk to ascertain the enrolled children.

Sign In any child who was not signed in by a parent / guardian or authorised person, then alert them to confirm this record.

Ensure children 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 child is not signed out, Y People will check all areas of the service to ensure no child remains. Y People will contact the child's parent/guardian to confirm the child has been collected and record the time of departure in QikKids / Kiosk.

Y CANBERRA REGION - ARRIVAL AND DEPARTURE POLICY

Ref #	Owner	Internal/External	Approved	Last Amended	Status
R007	Children Services Executive Manager	Internal	12/10/2020	01/09/25	APPROVED

If Y People do not recognise the person collecting the child, they will check the authorisation on QikKids / Kiosk before releasing a child.

Allow a child to leave the service only with an authorised fit and proper person. Y People will always act in the interest of children's safety, the safety of families, visitors and themselves.

Determine if an authorised person is fit and proper to collect a child. This includes...

- Is authorised as indicated on QikKids
- If not on QikKids, written permission is obtained and ID has been sighted, photocopied and placed on file.
- Is stable, lucid and coherent

Inform parents / guardian or authorised person of...

- their regulatory obligations for signing their children 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 children throughout the day.

Implement an environment that's warm and welcoming with areas for children. Changes in the environment will be discussed with children and families to promote consistency and to help children feel secure in their setting. Within OSHC / OOSH services the families will be notified via email correspondence or Story Park from management of any changes to spaces or environments.

Greet families and find out about the child's needs for the day, relevant to Vacation care and Early Learning Centres.

Support children to participate in programmed experiences and assist with the separation process.

Welcome families at the conclusion of the day and communicate about the child's day, pass on messages, any routine changes, incident/accident reports or medication needs.

Contact the family to ascertain an absent child's whereabouts. If the child is not able to be located, notify the Area Manager / Director and initiate the Runaways and Unaccounted for children Policy

Parents / Guardian or authorised person will:

Sign children 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 child / children whilst they are 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 / OOSH or the individual service for ELC's.

Communicate any changes of routine with educators, including information about the child's upcoming absences, medication, a change of 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.

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Transportation

Y People on occasion transport children and young people from one location to another. Y People need to take specific steps to ensure the health, safety and wellbeing of children.

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

Y Canberra Services are not permitted to transport children in a private vehicle unless in an emergency situation with prior authorisation from the CEO and from the child's parent/guardian. Y Canberra Services may hire private company vehicle services (bus) to transport children for the purpose of an excursion

Procedure

A Risk Assessments for transporting children 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 children are being transported
- Any water hazards
- The number of adults and children involved in the transportation
- Given the risks posed by transportation, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialised skills are required
- Whether any items should be readily available during transportation (for example, a mobile phone and list of emergency contact numbers for the children being transported)
- The process for entering and exiting the education and care service premises and the pick-up location or destination (as required)
- Procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking.
- Signing children in / out as per regulations for headcounts

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

- The child's name
- The reason the child is to be transported
- If the authorisation is for regular transportation, a description of when the child is to be transported
- If the authorisation is not for regular transportation, the date the child is to be transported
- A description of the proposed pick-up location and destination
- The means of transport
- The period of time during which the child is to be transported
- The anticipated number of children likely to be transported
- The anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation

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- Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children 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 children

Scope

Children's Services Business Unit

Roles and Responsibilities

Department/Area	Role/Responsibility
Management	Ensure accurate sign in/out records are maintained for each child Ensure arrival and departure times are a time for parent interaction and information sharing Ensure only authorised persons are permitted to sign a child out of the service at any time
Educators	Ensure accurate sign/out records are maintained for each child Ensure that all arrival and departure times are used as opportunities to share information and welcome families' contributions Ensure all areas of the service are checked daily for any remaining children not signed out, as part of the closing procedure. Assist all children and parents with separation issues to settle within the service environment Ensure only authorised persons are permitted to sign a child out from a service at any time.
Families	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.

Supporting Documents (links to procedures, legislation, forms, work practices)

Related Policies and Procedures:

Enrolment Policy
Orientation Policy
Acceptance and Refusal of Authorisations Policy
Excursion and In House Activity Policy
Runaways and unaccounted for children Policy

Standards/ Legislation/References:

Educational and Care Services National Regulations, 2011
National Quality Standards - Quality Area 6

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Family Assistance Law
National Regulation Amendments Sept 2020
Safe transportation of Children – ACECQA Information Sheet Oct 2020

We respect and support the diverse needs of all children and young people including those who are Aboriginal and Torres Strait Islander, are from culturally and/or linguistically diverse backgrounds (CALD), have a disability or identify as Lesbian, Gay, Bisexual, Transgender, Queer, Intersex or Asexual (LGBTQIA+). Children and young people's ideas and responses to diversity are influenced by what they see and hear around them. This is why we ensure diversity and inclusion is reflected in everything we do at the Y.

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