

A-5 SAFE ARRIVAL AND DEPARTURE OF CHILDREN

POLICY STATEMENT

Our service prioritises the health, safety and wellbeing of all children during their transitions to and from the centre, bus stops, on excursions and at any other location where we have responsibility for children. We are dedicated to implementing measures that safeguard children from potential harm during these transitions, in line with our risk assessments.

PROCEDURE

a) Requirements across all service components (before, after and vacation care)

- All children must be signed into the service on arrival by an authorised nominee or an educator and must be signed out on departure.
- Individuals signing children in and out of the service, including authorised nominees and educators, do so via the Kidsoft Konnect and must use their unique PIN and not that of another person. Families will be advised of their responsibility to do this via the Family Information Booklet.
- Children may not be signed in prior to the opening hours of the service.
- The service's responsibility for children commences at the first point of contact, on a child's arrival into the service, and ends at the last point of contact.
- Educators supervising children to and from bus stops will ensure they take following equipment:
 - Small first aid kit
 - Hi Vis clothing (shirt, vest or jacket)
 - Any medication required in line with children's medical management plans
 - A mobile phone with internet connectivity (so that children's details including medical records can be accessed via Kidsoft Konnect)
- Educators will follow the service Sun Safety policy and practices. Children will be reminded to wear hats but this will not be enforceable where children are not wearing hats or do not have hats in their bags.
- All children walking to and from the bus stops with educators will have a current Regular Transport Permission Form in place signed by a parent/carer. This will be updated each 12 months and when changes to the procedures, route and/or risk assessment are made. These records will be kept for a minimum of 3 years.

- There will be risk assessments in place which cover the safe transportation of children in before and after school care and the safe arrival of children between the service and any other service or school which will identify possible risks to children's health, safety and wellbeing and how these will be managed. The risk assessments will be reviewed each 12 months at a minimum and also in the event of changes to the route, practices and procedures. Risk assessments will be kept for a minimum of 3 years.
- This policy will be reviewed in the event of any incident involving the safe arrival and departure of children requiring notification to the Regulatory Authority and in the event of changes to the practice and procedures.

b) Arrival to service

IN BEFORE SCHOOL CARE AND VACATION CARE:

- All children will be signed into the service via the Kidsoft Konnect on arrival by a parent/carer or authorised nominee.
- Educators will endeavour to be aware of each child's arrival at the service and will aim to greet parents/carers and children and ensure that children are being correctly signed in.
- If a child is present but not signed in, an educator will sign the child in.

IN AFTER SCHOOL CARE:

- The educator collecting children at the bus stop will perform a headcount as children alight from the bus and then undertake a face-to-name check, signing in each child via the Kidsoft Konnect.
- If any child is present without a booking, the educator responsible will report this to the Responsible Person on duty as soon as practicable. The Responsible Person will contact the child's family to advise them that the child is present at the service when not expected.

c) Absent and missing children in after school care

- Families are required to notify the service as early as possible if children will be absent from the service when expected. Absences can be marked directly in the Kidsoft portal by parents/carers or by educators on notification.
- Families will be informed of their notifying responsibilities upon enrolment and through the Family Information Booklet.
- If any child is absent when expected, the educator collecting from the bus stop will:
 - Endeavour to detain the bus from leaving the bus bay in case the child is still on the bus (only if doing so does not interfere with the safe supervision of the children who have already alighted from the bus)

- Report the absence to the Responsible Person on duty as soon as practicable
- Following notification by an educator of a child's unexplained absence, the Responsible Person (or the educator who collected the group of children if the Responsible Person is collecting another group of children from a bus stop) will make every effort to communicate directly with the child's family to advise them of the absence.
- If unable to make contact, the Responsible Person or educator will:
 - leave a voice message or text message to advise the family of the absence
 - Commence contact with the school to seek information whether the child was absent from school or was collected by an authorised nominee
 - Ask the other children if they know of the child's whereabouts
 - Call the child's authorised nominees to try to gain knowledge of the child's whereabouts
 - Call the bus company (Blue Mountains Transit on 4751 1077) in the event that the missing child is on the wrong bus
 - If the child was at school but still missing from the service without explanation and their family cannot be reached, seek assistance from the police (Note: the incident is required to be notified to the Regulatory Authority within 24 hours)

d) Departure from service

IN BEFORE SCHOOL CARE

- All children attending Tanderra travel via bus to school (there are some exceptions to this including children who travel by taxi, walk or are collected by an authorised nominee).
- All children must have an Opal card to travel by bus each day. This is the responsibility of families to organise and they will be notified on enrolment and via the Family Information Booklet.
- When it is time to leave for the bus stop, an educator will assemble the children and perform a head count and a face-to-name check using Kidsoft Konnect.
- Once all children are accounted for and ready to depart, educators will take the children to the bus stop in an orderly and safe manner, ensuring that children remain behind the front educator and in front of the back educator when there are 2 educators present.
- On arrival at the bus stop, educators will ensure children are waiting/playing safely in accordance with the service Regular Transport Risk Assessment.
- When the bus arrives to take the children to school, an educator will assist the children to line up in a safe, orderly manner and will count the children onto the bus.
- Educators will sign the children out of the service via Kidsoft Konnect.
- A child who will be leaving the service earlier unattended (eg. departing to attend tutoring, band practice, library etc) must have prior authorisation provided by their family via the

Permission for a child to arrive or leave unattended form, the details of which must have been previously arranged with the Nominated Supervisor.

IN AFTER SCHOOL CARE AND VACATION CARE

- Children will only be released into the care of authorised nominees as identified in their enrolment record.
- Families are required to notify the service in writing via a parent portal message or email if someone other than an authorised nominee will be collecting their child. In such circumstances, the family must provide the name, address, mobile phone number and photo ID details of the person who will be collecting the child. The collector must provide photo identification on arrival. In emergencies, the family may advise the service of an unknown collector via phone, providing all the required information.
- Each child must be signed out on departure via the Kidsoft Konnect.
- A child who will be arriving unattended by an authorised nominee (eg. Arriving after attending sport or extracurricular activities at the school) must have prior authorisation provided by their family via the Permission for a child to arrive or leave unattended form, the details of which have been previously discussed with the Nominated Supervisor. The child will be signed into the service by an educator.
- Children will not be given into the care of a parent/guardian when access is prohibited by a court order. Immediate advice may be sought from the police in the event of a parent attempting to collect a child when an AVO or court order is in place if the parent cannot be reasoned with.
- If a person appears intoxicated or under the influence of illicit substances or medication, educators will attempt to persuade them to have someone else collect the child. If the person insists and is driving, the Responsible Person will notify the police.
- Educators will check at the end of the session that all children have been signed out.
- If a child hasn't been signed out and their safe departure is known, an educator will sign them out.
- If a child is not in the service, not signed out and their departure is uncertain, an educator will:
 - Contact their family to ascertain their whereabouts
 - If still unaccounted for, seek immediate advice from the police
- Educators will check at the premises end of the session to ensure that all children have exited the premises and that no child remains on site.

CONSIDERATIONS

National Quality Standards

2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management of a quality service

Education and Care Service National Regulations 2011

99	Children leaving the education and care service
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purposes of safe arrival of children policies and procedures
102C	Conduct of risk assessment for transporting children by the education and care service
102D	Authorisation for service to transport children
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures

Related Policies / Forms

Service enrolment record
 Family Information Booklet
 A-11 Acceptance and refusal of authorisations
 A-10 Governance and management
 D-12 Providing a child safe environment
 D-3 Safe transportation of children
 Regular Transport Risk Assessment
 Regular Transport Permission form
 Permission for a child to arrive or leave the service unattended

ENDORSEMENT AND REVIEWS

Date	Action
06.12.2012	Approved by SNCC Board
11.03.2024	Last Review Date
March 2027	Next Review Date