**Forest Hill Community Preschool Inc. Policies and Procedures**

# delivery and collection of children

Education and Care Services National Regulations 2011: regulation 99, 158, 168(2)(f)}

Link to National Quality Standard 2.3.2 Children’s Health and Safety.

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***INTRODUCTION:***

***Arrival and departure times encourage families to interact in the environment, build relationships, open communication networks and ensure the safety of children when being delivered and collected from Preschool.***

*This policy relates to the arrival and departure of children within Forest Hill Community Preschool. It is the responsibility of staff and families to ensure the safe arrival and departure at the Preschool and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the Preschool, assure completion of the required records and confirms the child’s presence or absence from the service. This ensures a child’s arrival and departure at Forest Hill Community Preschool continues their safe care and custody. This will provide a clear procedure for staff and parents to follow at arrival and departure.*

***AIM:***

* To ensure the safe documented arrival and departure of children attending Forest Hill Community Preschool.
* To support children settling into the Preschool each day and experience quality education and care through continuity of educators, positive interactions within the community of the Preschool.

***STRATEGIES:***

* A record of attendance, kept at the Preschool, includes full name of each child attending, arrival and departure times, and signature of the person who delivers and collects the child or the nominated supervisor or educator. (Responsibility of the provider or delegated authority)
* A child is only allowed to leave the Preschool with a parent or authorized nominee, an authorized delegate as part of an excursion or because the child requires medical care. This does not include a parent who is prohibited by a court order from having contact with a child) (Responsibility of the provider or delegated authority)

In addition to these records **the responsible person** will:

1. Review the SIGN IN /OUT SHEET and where a parent or authorized person have not signed in a staff member will note that the child is attendance and sign them in (writing ‘staff’ after their signature). Families will be reminded to complete this record.
2. Ensure that two staff members verify that all children have been signed out and left the premises. Two staff members are to sign the bottom of the sign in/out sheet that they have checked and that all children have left the premises. Staff are to put the time next to their signature. If a child is not signed out staff are to check all areas of the Centre to ensure no child is left on the premises and sign them out. This will be confirmed by the statement at the bottom of the sign in/out sheet.
3. Request a ‘signed authority to collect’ letter from the family prior to allowing anyone other than those listed on the enrolment form to collect a child. In the case of an emergency where a parent is unable to collect their child and needs someone who is not authorized to collect and is unable to provide written authorization – the parent must provide authority to two staff members by phone and provide full name of person to collect. Staff are to document this and both sign in the diary that phone authorization has been given.
4. Allow a child to leave the Preschool with only an authorized person who appears able to appropriately care for the child. Educators and staff will always act in the best interest of the safety of the child, themselves and other children at the Preschool. It is at the educators’ discretion to determine if they believe an authorized person is unable to appropriately care for the child based on the individual case and circumstance.

*ARRIVAL PROCEDURE FOR STAFF*

* The nominated supervisor or responsible person on orientation and on the first day should explain and show families the sign in/out procedure and remind them that this is a regulatory and funding requirement. Families should also be told that sign on sheets are used for emergency evacuations and need to be completed both on arrival and departure.
* The environment should be set up with familiar areas for the children to enjoy. Changes in the environment or the daily routine should be discussed with the children and families to promote consistency and to help the children feel secure in the Preschool. Activities and interest areas should be child focused and set up to be appealing and interesting and to encourage the child to participate.
* Staff are to (where possible) greet the children /families and if necessary find out about the child’s needs for the day. Anything pertaining to medical conditions or developmental needs or more complicated issues should be referred to the Director/Nominated Supervisor. Any relevant information such as specific instructions from a parent should be noted in the staff communications book and shared verbally with the Director/Nominated supervisor as soon as possible and at an appropriate time. Staff should use observational skills to work as a team to settle children/families in (eg if one staff member is busy with a child then someone should settle the next family to arrive).
* Support the child to settle into an activity and assist parents and children with separation and to say goodbye (discourage parents from sneaking off without saying goodbye to their child first).
* Staff should be consistent for continuity of care. New or casual staff and students/volunteers should be introduced to children and families.

*DEPATURE PROCEDURES FOR STAFF:*

* A child will not be released to a person other than parents/guardian or persons listed as authorized to collect on the enrolment form. Parents are encouraged to have at least 2 authorized people to collect and more people with authority to collect can be added to the enrolment form.
* In the case where a court order for custody of a child exists it must be photocopied and kept in the child’s file and all staff should be advised.
* In the event of an unauthorized person arriving at Preschool to collect a child the Director/responsible person is to ring the parents for confirmation (another staff member is to stay with the child). If phone permission is given – it needs to be given to two staff members and documented and signed in the diary. The person should be asked for proof of identification if necessary. In the event the parents cannot be contacted the people listed as emergency contacts should be phoned or a person authorised to collect should be asked to come and collect the child.
* Staff are to check the sign out sheet that all children have been signed out at the end of the day and sign out any child who has not been signed out by parent or authorised person after checking the child has left the premises
* At the end of the day two staff are to sign the declaration on the bottom of the sign in/out sheet that all children have left the premises and note the time of checking the premises.

*ARRIVAL PROCEDURE FOR PARENTS:*

* Parents and children should not enter the Preschool before 9 am and 8.30 am (if booked into extended hours care- additional fees and conditions apply). This is to comply with licensing operational hours and insurance and to allow staff adequate time to plan, prepare and evaluate the preschool in readiness for day’s activities.
* Families/parents/authorized people remain responsible for their child whilst they are on the premises
* Families/parents or the person dropping off the child should sign in their child on the attendance sheet located at the sign in table. It is the responsibility of the parent /carer delivering the child to document the time and their name. If someone else is to collect the child this must be recorded on the sheet (this person must be listed on the child’s enrolment form with authority to collect).
* Parents should escort their child inside and encourage children to unpack their bags and make contact with a staff member before leaving. Children are not to be left outside/inside if a staff member is not present.
* On arrival children should be encouraged to unpack their bags, parents are to place lunch boxes in the fridge and drinks on the bench. Bags are to be put in lockers. Communicate any changes in routine with staff. This may include information about medication, a change in routine, someone different collecting the child, early collection etc. More detailed issues such as developmental or personal information should be directed to the Director/Nominated supervisor. Staff need to know changes in health, behavior, nutrition etc to ensure the safety and well-being of each child.

*DEPARTURE PROCEDURE FOR PARENTS:*

Parents or authorized persons should collect their child by 3pm for normal preschool and 3.20pm for extended hours (additional charges and conditions apply).

* Sign the child out at the sign in sheet
* Information about the daily events/programming can be found in the day book or on the tablet at the programming table. Parents are encouraged to place feedback/suggestions about the program in the note pad next to the day book. Individualized information about the child’s day will be relayed by the Director /nominated supervisor or staff.