

ARRIVAL AND DEPARTURE

On arrival we ask you to bring your child to a staff member, who will directly care for your child, so that we can greet you. Please say "Goodbye" to your child even if this is difficult for you. It is important that your child knows that you are leaving and that you will return.

We are here to help you should you need help at separation time.

If you are going to be late collecting your child please telephone the centre.

A late collection fee applies to childcare.

On arrival please:

- Help your child to place their belongings in their locker and their drink bottle in the tray.

- Make sure that all doors and gates are closed securely when entering.

On leaving we ask you to:

- Help your child collect their day's work and their belongings.

- Take your child to farewell a staff member.

- Make sure that all doors and gates are closed securely when leaving and please make sure that only your child goes with you.

For childcare please sign the attendance register, including time of arrival and time of departure. This is a requirement of the Commonwealth Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Childcare Benefit.

SECURITY AND COLLECTION OF CHILDREN

The safety of children in our centre is paramount. Only parents and authorised persons nominated on the enrolment form may collect your child, unless you have advised the staff beforehand, preferably in writing. If staff are unsure about an unfamiliar person collecting a child, identification such as a driver's license, may be requested.

CHILDREN WILL NOT BE RELEASED TO UNAUTHORISED PEOPLE

If at any time a Family Court Order is made, the Director must be advised immediately and be provided with a copy of any such order.

No information will be given to persons over the telephone if their identity cannot be established by staff.

Security of Children

NQS: 2.3

Regulation: 168 (2) (f)

This is a matter of great importance to the staff, as well as to you as a parent. If you sometimes arrange for another person to deliver or pick up your child, please make sure that the following procedures are clearly understood:

- Each child must be brought to and accepted by a staff member.
- Child Care: Children must be signed in on arrival and out on departure and the actual time recorded alongside the child's name (this is a requirement of the Family Assistance Office and our licensing body).
- Child Care: Only staff may add a child's name to the attendance register, if your child's name is not listed please see a staff member immediately, who will check availability.
- Preschool: Children must be signed in on arrival and out on departure and the actual time recorded alongside the child's name (this is a requirement of the Family Assistance Office and our licensing body).
- Preschool: Staff will mark the roll.
- Preschool: If your child is attending our Lunch Care program you must sign your child in and out on the attendance register (i.e. lunch care is Child Care).
- Staff must be notified when the children are leaving (even if a staff member is present and you think that they have seen you leave with your child, please tell them personally).
- At the end of the session, he/she will be released only to you or to another person stipulated by you in writing or, in an emergency, by telephone. Identification may be required. Children will not be released to unauthorised people.
- The Centre must be notified of any relevant issues regarding security and collection of children (e.g. custody orders). A copy of all custody orders will be confidentially filed and information shared with both permanent and relief staff. It must be noted however, that the Centre cannot legally withhold a child from either parent unless a court/custody/access order has been presented.
- Please make sure as you enter and leave the Centre that the front door and/or gate are securely closed.
- Please ask a staff member to help you if you have more children/belongings than you can safely carry to your car.

Denmark Children's Centre Site Procedure

Other Programs:

Playgroup attendance: parents sign in and stay with their child at all times.

Special events: parents will be notified of instructions specific to the occasion.

References:

Department for Education www.decd.sa.gov.au

Date Reviewed: August 2018

Review Due: August 2020