

Signing-In and Signing-Out

On arrival we ask you to bring your child to a staff member in that child's section so that we can greet you. Please let your child know you are leaving by saying your goodbyes, even if this is difficult for you. It is important that your child knows that you are leaving and that you will return.

Please let us know if there is anything we can do, we are here to support you should you need help at separation time.

When arriving we ask you to please:

- ◆ Help your child to place their belongings in their locker.
- ◆ Leave a change of clothes and label all clothing;
- ◆ **SIGN THE ATTENDANCE REGISTER** – including time of arrival
- ◆ Make sure that all doors are closed securely when entering or leaving.

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;
- ◆ **PLEASE SIGN THE ATTENDANCE REGISTER** – including time of departure. This is a requirement of the Commonwealth Department.

If you are going to be late collecting your child **PLEASE** telephone the Centre. A late collection fee applies of \$1 per minute per child.

Security and Collection of Children

The safety of children in our Centre is of paramount importance to parents and staff. Only parents and authorised persons (over the age of 18yrs) nominated on the enrolment form may collect your child, unless you have advised the staff beforehand (preferably in writing). This policy is strictly applied, so if staff members are unclear about an unfamiliar person collecting a child, verification (from enrolling parent) and/or identification such as a driver's licence, may be requested.

AT NO TIME WILL CHILDREN BE RELEASED TO UNAUTHORISED PEOPLE.

Our Centre has an intercom and monitoring system. Between the hours of 7.00 – 9.00am, after 5pm and other times when the front office is unattended; please use the intercom system by:

1. Pressing the button on the intercom.
2. Speak into the intercom and identify yourself
3. Please explain the purpose of your visit

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 or in person if their identity cannot be established by our staff.

Kalaya Children's Centre

Guidelines: Arrival and Departure of Children

At Kalaya Children's Centre we want to ensure the safe arrival and departure of children. Each child must be formally accepted into the care of the staff and collected from them to ensure appropriate responsibility is taken for their care and safety.

Arrival of Children:

When children arrive at the Centre, parents/guardians are required to hand over responsibility for care by:

- Greeting a staff member with the child. Sign the child in on the Centre's attendance sheet, and help the child place their belongings in their tray.
- Indicate the expected person to collect the child and the expected departure time.
- Staff members are to comfort distressed children and contact parents if the child is inconsolable after a reasonable period of time, depending on the individual needs of the child or staff.

Departure of Children:

- Children must be collected from a member of staff by parent/guardian or another nominated adult on presentation of identification.
- When a person other than a parent/guardian collects a child, they must be on the Authority to collect list (and be deemed responsible by a qualified staff member.)
- The child must be signed out.
- The parent/guardian is required to sign any reports e.g. illness/accident and collect their child's belongings.
- Children will not be released to minors under the age of 18 years of age (unless they are the parents of the child).
- When the departing children are returning home on the bus, a nominated staff member will come and collect the children and their belongings and walk them out to the bus. They will help them put their seatbelt on and wait with the children until all the children have boarded.
- The staff will get the parents/guardians to sign the child out of the Centre once they have stepped off the bus at their home.

Emergency Contact:

- Emergency contact names must be included on the child's information file (local contacts are preferable). Parent/guardians must notify staff of any changes to this arrangement. Emergency contact will be made for children not collected at the Centre's 6.00pm closing time, failing this, Crisis Care and the Police will be contacted (and a notice to this effect will be placed on the front doors).

Custody and Access and Absence of a Court Order:

- Where a Court Order has been issued regarding custody and access to a child, this must be sighted and noted by the Director at the time of enrolment or issue (if it occurs later). A copy is placed in the child's file and all staff will be informed of any and all Court Orders by copies given to relevant rooms.
- If a Court Order has not been obtained and family circumstances are such that one parent/guardian requests that the other does not collect or have contact with the child, the Centre will inform the parent that their request is not legal and the Centre has no legal right to withhold the child from a parent/guardian without a Court order.
- If the parent/guardian that has been asked not to have contact with the child arrives, staff will:
 - *Explain the Centre's situation due to what has been requested by the other parent/guardian
 - *Suggest they try to make contact with the other parent/guardian to try to discourage them from taking the child without the other parent/guardian's consent.
 - *Attempt to ring the parent/guardian who dropped the child off.

Intoxicated parent/guardian:

In the case of a parent/guardian arriving at the Centre by vehicle to collect their child in a visibly intoxicated or unfit state to drive, the parent/guardian will be encouraged to:

- *Contact an alternative adult to drive them and their child home
- *Have the Centre call a taxi

If the parent/guardian insists on driving their child, the Police will be informed. The senior staff member will take responsibility for implementation of these procedures.

(Where human life is at risk and the above is not complied with, then the Police will be immediately informed.)

Late Collection:

- Parents / Guardians who are unavoidably detained and are unable to collect their child at the negotiated collection time must telephone the Centre to advise of their lateness and expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another responsible adult to collect the child and advise the Centre of this arrangement if other than on the enrolment form. This advice should be in writing if at all possible.
- If the parent / guardian has not contacted the Centre and the child has not been collected 10 minutes after the negotiated collection time, the Centre will attempt to telephone the parent / guardian. If the parent is not contactable, the staff will contact the emergency contact persons listed on the child's enrolment form to arrange for the child's immediate collection.
- If no-one can be contacted and the child has not been collected 30 minutes after the Centre's normal closing time, Crisis Care will be contacted and asked to take responsibility for the child. A notice to this effect will be posted on the Centre's entrance with the relevant telephone contact numbers and the police will be advised of this action.

- A late fee will apply if the child is not collected at the negotiated time. (See Bookings and Fees Policy)

Evaluation:

The Policy is viewed to be working effectively when:

- Children are being kept safe and arriving and departing the Centre safely.
- Staff are being informed of changes to collection of children.

Implemented: Nov 2009

Last Review: December 2016, April 2010

Next review: December 2018

Source:

Crisis Care, <http://www.dfc.sa.gov.au/pub>, Government of SA, 2010, Retrieved May 2010

Department of Children's Services, <http://www.decs.sa.gov.au/>, Government of SA, 2009, Retrieved May 2010

Families SA, <http://www.dfc.sa.gov.au>, Government of SA, 2010, Retrieved May 2010

Reference:

Ocean View Children's Centre 2008