



BOURKE AND DISTRICT CHILDREN'S SERVICES

QUALITY AREA 2: CHILDREN'S HEALTH & SAFETY

POLICY NAME: ARRIVAL AND DEPARTURE

POLICY STATEMENT

Arrival and departure times are planned to promote a smooth transition between home and our service. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being.

BACKGROUND

The Education and Care Services National Regulations requires Approved Providers to ensure their services have policies and procedures in place in relation to the delivery of children to, and collection from, service premises. To ensure the health and safety of children, our Arrival and Departure Policy is strictly adhered to, allowing only nominated authorised persons to collect children. The daily sign in/out record is legally required to record children's attendance as per National Law and Regulations and is used as a record of children on the premises should an emergency evacuation be required.

OVERALL STRATEGIES / HOW WILL IT BE DONE?

ARRIVAL AT THE SERVICE

- Any child who is unwell should not attend the service (see Infectious Diseases Policy).
- All children must be signed in by the person who is dropping them off. This can be done on the Xplor app or on the service Sign In/Out sheet. Details that are required include:
 - Child's name
 - Date and time of arrival
 - Signature of person dropping off child
- Families will be reminded to sign their child into the service and will be encouraged to do so immediately upon arrival to avoid forgetting.
- If families forget to sign their child in, an educator or Nominated Supervisor must do so as per National Regulations.
- The Xplor attendance record and/or Sign In/Out sheets are to be used as a record in the case of an emergency to account for all children present at the service.
- Families are to also verbally inform an educator that their child has arrived. This ensures that the educator is aware that the child is present and now in the care of the service.
- Families are to inform an educator of any relevant information that is necessary for the service to be aware of (for example, if medication is required, see Administration of Medication Policy).
- If new information regarding the child is provided to the educator at arrival time, the educator is required to share this information with other educators in the room and if necessary, the Nominated Supervisor.
- In order for children to feel secure and safe, children and families are to be greeted upon arrival by an educator.
- A named shelf space is available to each child to store their belongings that are necessary for the day.
- Either parent/guardian is able to add an authorised nominee for collection unless a court order is provided to the Nominated Supervisor stating that one parent/guardian has sole custody and responsibility.

DEPARTURE FROM THE SERVICE

- Children may only leave the service in one of the below situations:
 - In accordance with the written authorisation of the child's parent/guardian or authorised nominee named in the enrolment record
 - Taken on an excursion or on transportation provided or arranged by the service with the written authorisation of the child's parent/guardian or authorised nominee
 - Because the child requires medical, hospital or ambulance care or treatment
 - Because of another emergency (for example, a fire)
- If a parent/guardian/authorised nominee is unexpectedly unable to collect the child, the parent/guardian may telephone the service and arrange an alternative person to pick up their child for that specific occasion. The below information will need to be provided to a staff member, who will also ensure the phone is on loudspeaker so that a second staff member can also hear the information:
 - Child's details
 - Name and details of person collecting their child
 - Date/s that this person is allowed to collect their child
 - Name of the parent/guardian giving consent for this person to collect their child



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This information will then be recorded on the Emergency Contact Update Phone Confirmation Form and uploaded to the child's Xplor profile.

- Photo identification could be requested before a child is released. If educators cannot verify a person's identity, they may be unable to release the child, even if the person is authorised to collect the child.
- All children must be signed out by their parent/guardian/authorised nominee when the child is collected from the service. This can be done on the Xplor app or on the service sign in/out sheet. Details that are required include:
 - Child's name
 - Date and time of departure
 - Signature of person collecting child
- Should families forget to sign their child/children out, National Regulations require the Nominated Supervisor or an educator to sign each child out.
- Children must be signed out on the same sheet that they were signed in on or on the Xplor app.
- Children are required to be collected prior to the service closing. Children who are collected after these times are considered to be collected late, (see Late Collection of Children Policy).
- No child will be withheld from their parent/guardian/authorised nominee authorised unless a current court order is on file at the service or the person appears to be intoxicated or under the influence of drugs.
- In the case of a particular person (including a biological parent) being denied access to a child, the service requires a written notice (court order) from a court of law. A court order overrules any requests made by parent/guardians to adapt or make changes.
- Educators will attempt to prevent that person from entering the service and taking the child however, the safety of others must be considered and educators will not be expected to physically prevent anyone from leaving the service.
- In such cases, the parent with custody will be contacted along with the local police and appropriate authorities.
- Educators will provide police with as much information as possible to assist them in finding the child (for example, the make, model and colour of the car that they left in).
- In the case of a serious incident occurring, as described above, the Regulatory Authority must be notified within 24 hours via the [NQA-ITS](#).
- The Nominated Supervisor will ensure the authorised nominee pick-up list for each child on Xplor is kept up to date.
- We do not allow anyone under the age of 16 to collect children or to be an authorised nominee.
- If the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 - Discuss their concerns with the person, without the child being present if possible
 - Suggest they contact another parent or authorised nominee to collect the child
 - Follow practices to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 - Contact the Police and other regulatory authorities (Child Protection Hotline 132 111)
 - Document notes of the incident in the Confidential Notes section of the child's Xplor profile
- Staff will always act in the interest of safety for the child, themselves and other children in the care and education service. It is at the educators' discretion to determine if they believe an authorised person is unable to appropriately care for the child based on the individual case and circumstances.
- At the end of each day, two nominated educators will thoroughly check the indoor and outdoor premises to ensure that no child remains on the premises after the service closes and they will complete the End of Day Checklist, signing to acknowledge that all of these areas have been checked.

ARRIVAL AND DEPARTURE WITH EDUCATORS

- If a child arrives or departs the service with an educator for any of the below reasons:
 - They arrived at/departed the service on the BDCS bus/car (see Safe Transportation of Children Policy)
 - They arrived at/departed the service before or after attending an excursion
 - They transferred from BDCS Before School Care to either Preschool or Childcare or from Preschool or Childcare to BDCS After school Care
- The educator who is responsible for the child arriving at/departing the service will ensure that they follow all steps listed above in 'Arrival at the Service' and 'Departure from the Service'.



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VISITORS

- To ensure we meet Work Health and Safety requirements and ensure a child safe environment, individuals visiting our service must sign in when they arrive at the service and sign out when they leave.
- Our services will ensure no children are left alone with a visitor, student or volunteer.
- Visitors will remain under the direct supervision of an appointed staff member/s, at all times whilst at the service.

ROLES AND RESPONSIBILITIES

THE APPROVED PROVIDER AND NOMINATED SUPERVISORS WILL:

- Ensure there are policies and procedures in place for arrival and departure of children and take reasonable steps to ensure those policies and procedures are followed.
- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure all staff (including casual staff) receive information and induction training to fulfil their roles effectively, including being made aware of the Arrival and Departure Policy, their responsibilities in implementing it, and any changes that are made over time.
- Ensure students, visitors and volunteers have knowledge of and adhere to this policy.
- Ensure adequate supervision is provided when children arrive and depart the service premises and that relevant educator to child ratios are adhered to at all times.
- Ensure accurate attendance records are kept and include all required details as listed in this policy.
- Ensure children only leave the education and care premises in the care of a parent/guardian/authorised nominee.
- Keep enrolment records for each child enrolled in the service, to include:
 - The name and contact details of:
 - Any emergency contacts
 - Any authorised nominee
 - Any person authorised to consent to medical treatment or administration of medication
 - Any person authorised to give permission to the educator to take the child off the premises
 - Any person authorised to give permission for the service to transport the child
 - Details of any court order, parenting orders or parenting plan
 - Authorisations for the service to take the child on regular outings
 - Authorisations for the service to take the child on regular transportation
 - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- Ensure all enrolment documentation is kept up-to-date.
- In the case of a serious incident occurring, ensure the Regulatory Authority are notified within 24 hours via the [NQA-ITS](#).
- Ensure required checks including the End of Day checklist are completed.
- Ensure visitors sign in and out of the service and are appropriately supervised.

EDUCATORS WILL:

- Greet children and families upon arrival and find out if there are any specific needs for that day and if so, share these with all other educators and the Nominated Supervisor if necessary, for the purpose of clarity and consistency.
- Welcome families at the conclusion of the day and communicate with them regarding their child's day. Any important messages will be passed on verbally and any relevant documentation will also be provided and discussed.
- Ensure children are signed in/out accurately; remind families as necessary and sign for them if they forget.
- Understanding the circumstances regarding when a child can leave the service and who with.
- Ensure that if an unauthorised person attempts to collect a child, they are to explain the reason why they are unable to collect the child. The child's parents along with any relevant authorities must be informed.
- Be able to determine if a person is in a fit state to collect a child and communicate any concerns with Nominated Supervisor if unsure.
- Ensure visitors are never left alone with children.
- Complete the End of Day checklist at the end of each day that children are at the service.
- Ensure entrances are monitored and educators are aware when someone is entering the service.



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FAMILIES WILL:

- Communicate any changes in routine/new relevant information to educators.
- Accurately sign their child in and out of the service upon arrival and departure.
- Verbally inform an educator that their child has arrived.
- Ensure that their child's named belongings are placed on their named shelf on arrival and collected on departure.
- Not attempt to drop children at the service before the operating opening hours.
- Ensure unwell children are kept home from the service (see Infectious Diseases policy).
- On enrolment, ensure all contact information is accurate and ensure this is kept up-to-date throughout the year.

CONTINUOUS IMPROVEMENT/REFLECTION

Our Arrival and Departure Policy will be reviewed annually, or earlier if there are changes to legislation, ACECQA guidance, or any incidents related to the policy. This review will be conducted in consultation with children, families, and staff.

CHILD SAFE STANDARDS

Standard 1	Child safety is embedded in organisational leadership, governance, and culture
Standard 3	Families and communities are informed and involved
Standard 4	Equity is upheld and diverse needs are taken into account
Standard 5	People working with children are suitable and supported
Standard 7	Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training
Standard 10	Policies and procedures document how the organisation is child safe

NATIONAL QUALITY STANDARD (NQS)

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2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs 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.
2.2.3	Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

Sec. 162(a)	Persons in day-to-day charge and nominated supervisors to have child protection training
Sec. 165	Offence to inadequately supervise children
Sec. 167	Offence relating to protection of children from harm and hazards
Sec. 170	Offence relating to unauthorised persons on education and care service premises
84	Awareness of child protection law
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102(a)(a)(b)	Safe arrival of children policies and procedures
102(a)(a)(c)	Risk assessment for the purposes of safe arrival of children policies and procedures
102(b)	Transport risk assessment must be conducted before service transports a child
102(c)	Conduct a risk assessment for transporting children by the education and care service
102(d)	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services



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157	Access for parents
158	Children's attendance record must be kept by the approved provider
160	Child enrolment records to be kept by the approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services 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 and procedures
173	Prescribed information to be displayed
175	Prescribed information to be notified to the regulatory authority
176	Time to notify certain information to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider

STATUTORY LEGISLATION & CONSIDERATIONS

[Education and Care Services National Law Act 2010 \(Amended 2023\)](#)

[Education and Care Services National Regulations \(Amended 2023\)](#)

SOURCES

Acknowledgement to Community Early Learning Australia and Childcare Centre Desktop.

Australian Children's Education & Care Quality Authority (ACECQA). (2025).

Australian Children's Education & Care Quality Authority (ACECQA). (2023). [Delivery to, and Collection from Education and Care Services. Policy Guidelines.](#)

Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia.V2.0, 2022.](#)

Early Childhood Australia Code of Ethics. (2016).

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). (Amended 2023).

Guide to the National Quality Framework. (2017). (Amended 2025). [Guide to the National Quality Framework.](#)

Revised National Quality Standard. (Amended 2023).

National Health and Medical Research Council. (2024). Staying healthy: Preventing infectious diseases in early childhood education and care services. (6th Ed.). [Staying healthy: Preventing infectious diseases in early childhood education and care services - 6th Edition.](#)

Revised National Quality Standard. (Amended 2025).

RELATED POLICIES

- Acceptance and Refusal of Authorisation Policy
- Administration of Medication Policy
- Child Protection Policy
- Code of Conduct Policy
- Emergency and Evacuation Policy
- Enrolment and Orientation Policy
- Incident, Injury, Trauma and Illness Policy
- Infectious Diseases Policy
- Privacy and Confidentiality Policy
- Providing a Child Safe Environment Policy
- Record Keeping and Retention Policy
- Safe Arrival of Children Policy
- Safe Transportation Policy

RELATED DOCUMENTS

- Emergency Contact Update Phone Confirmation Form
- Safe Travel Agreement Form
- Service Sign in/Out Form
- Updated Emergency Contacts Form
- Visitor Sign In/Out Form



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POLICY REVIEWED	NEXT REVIEW DATE	POLICY REVIEWED BY
OCTOBER 2025	OCTOBER 2026	Charlotte Parnaby
MODIFICATIONS	<ul style="list-style-type: none"> • Annual policy maintenance • Updated legislation and other links where necessary 	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	POLICY AUTHORISED BY
MAY 2024	<ul style="list-style-type: none"> • New policy format • Child Safe Standards added • Regulation amendments incorporated • Reference to 'Safe Arrival of Children' 	Prue Ritchie
JANUARY 2021		Prue Ritchie