



Nurturing your joy

Childcare | Kindergarten | OSHCare

POLICY AND PROCEDURE

Document No:	Arrivals and Departures
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Review Cycle:	1 year
Approved By:	Director
Approval Date:	24/04/2026

ARRIVALS AND DEPARTURES

1. POLICY STATEMENT AND/OR PURPOSE

Catholic Early Learning and Care is committed to ensuring the safety, protection and well-being of every child in our care, with particular attention to the high-risk transition times of arrival and departure. Guided by the *Education and Care National Law and Regulations* and the *Queensland Child Safe Standards*, we actively embed child-safe practices into all daily operations, decision making, and interactions to create a safe, consistent and inclusive environment for children, families, and staff.

The purpose of this policy is to uphold the safety, protection, and wellbeing of every child in our care by establishing clear, child-safe procedures for:

- Ensuring children arrive at the service safely and are accounted for whenever they are booked into care,
- Managing children's safe travel during transitions between school and OSHC at the beginning and end of the school day,
- Facilitating safe departure from the service to extracurricular activities or home with a parent/guardian or authorised person.

This policy serves as a collaborative framework for staff, parents/guardians, and authorised nominees to prioritise child safety through clear communication consistent practice, and shared responsibility. It encompasses procedures for—

- Confirming and communicating children's anticipated attendance in advance,
- Accurately recording arrival and departure times (as a legal safeguard),
- Verifying the identity of every person collecting a child,
- Managing arrivals and departures linked to extra-curricular activities with documented consent,
- Responding to any incidents or emergencies relating to a child's movements or whereabouts.

Our procedures for the safe arrival and departure of children are developed using a comprehensive child-safety risk-assessment approach. This ensures clear guidelines, responsibilities, and protocols are in place to manage transition periods effectively so that:

- No child is ever unaccounted for,
- No child is left unsupervised at any time
- No child is collected by an unauthorised or unknown person.

2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

3. PROCEDURE

Safe and Documented Arrival and Departure of children: (Regulation 99)

Record of Attendance (Electronic Sign-in)

- A record of attendance, kept at the service, includes the full name of each child attending, arrival and departure times and digital signature of the person who delivers and collects the child or that of the Nominated Supervisor or Responsible Person on Duty. If the Nominated Supervisor or Responsible Person on duty signs a child out, they must add notes against the entry as to the circumstances of why they are signing out on behalf of an authorised person. An example of when this might be appropriate may be that the tablet/software is experiencing connectivity issues, or the child has had to leave the service in an ambulance due to a medical emergency
- A child will leave the service only with a parent/guardian or authorised person or as part of an authorised excursion, extracurricular activity, or because the child requires emergency medical care, (this does not include a parent who is prohibited by a court order from having contact).
- Educators will verify that all children have been signed out of the service prior to service closure. If a child is found to have not been signed out, educators will check all areas of the service to ensure no child remains and call parent/guardian to ensure that the child has been collected safely. The Responsible Person will then sign the child out on behalf of the guardian entering a note against the entry in OWNA explaining the circumstances.
- The Nominated Supervisor/Responsible Person will only allow a child to leave the service with an authorised person. If the Nominated Supervisor has any concern regarding the suitability of authorised person's condition at time of pick up, they can use their discretion to suggest other alternatives such as another family member, friend or taxi.
- Parents/Guardians are responsible for signing their children in to session for BSC/Vacation Care in OSHC and each day in Early Learning and Kindergarten. Parents/Guardians are responsible for signing children out at the end of ASC session/Vacation Care in OSHC and each day in Early Learning and Kindergarten. Failure to do so may affect Child Care Subsidy Entitlements. Should a child be found not to have been signed in on arrival the Nominated Supervisor or Responsible Person on Duty will sign the child into session and record a note against the entry in OWNA as to the circumstances. If a child is found to have not been signed out on collection the Nominated Supervisor/Responsible Person on Duty will phone the Parent/Guardian to double check safe collection and then sign the child/ren out on behalf of them. The Nominated Supervisor/Responsible Person on Duty will add a note against the entry in OWNA.
- Parents/Guardians need to keep any changes of address, phone numbers, both home and work current in OWNA via the parent portal.
- Any changes to emergency or authorised contacts including additions, alterations or removals must be directly communicated to the Nominated Supervisor in writing. The Nominated Supervisor will update the record/s in the system.
- Court order notifications must be addressed to the service Nominated Supervisor directly.

Authorised Persons

All authorised persons collecting children must be listed in OWNA. Parents/Guardians are responsible for keeping the Nominated Supervisor up to date of who these contacts are in writing. The Nominated Supervisor will ensure that these contacts are allocated correctly and issued their PIN

- If an unauthorised person who has not been previously set up in OWNA with a PIN arrives to collect a child/ren and the parent/guardian or relevant authorised person has not provided written authority, the centre cannot release the child. Children may **only** leave the centre in accordance with procedures contained within this policy.
- The Operations Manager or Director must be contacted immediately should any circumstances arise in which the procedures contained within this policy cannot/have not be followed.

Refusal of Authorisation: see Acceptance and Refusal of Authorisation Policy

Absences:

- Parents/Guardians must notify the service of absences by using the OWNA Parent App. In emergency situations or extenuating circumstance, they may advise via, phone or text. The child will be then marked absent in OWNA by the Responsible Person on Duty and a note made against the entry as to the circumstances.
- Fees will be charged in accordance with the Fees Schedule within notice periods given.

- If a child is booked in and does not arrive for Before School Care the Parent/Guardian will be reminded at the end of session by text to mark their child absent via their OWNA app. If the parent has not completed this by 1pm on the day then the Nominated Supervisor or Responsible Person on Duty will mark the child as absent and add a note against the entry in OWNA as to the circumstances
- If a child booked in does not arrive for Vacation Care by 1pm the Nominated Supervisor/Responsible Person on Duty will text the parent a reminder for them to mark the child absent via the OWNA App. If the Parent/Guardian has not completed this by service closure the Nominated Supervisor/Responsible Person on Duty will mark the child as absent and add a note against the entry in OWNA as to the circumstances.
- If a child booked does not arrive at After School Care as expected, follow procedures below for **'After School Care – Outside School Hours Care - should a child not arrive.'**
- If a child is booked in and does not arrive for their booked session at Early Learning or Kindergarten the Parent/Guardian will be reminded by 1pm via text to mark their child absent via their OWNA app. If the parent has not completed this by 2pm on the day, then the Nominated Supervisor or Responsible Person on Duty will mark the child as absent and add a note against the entry in OWNA as to the circumstances

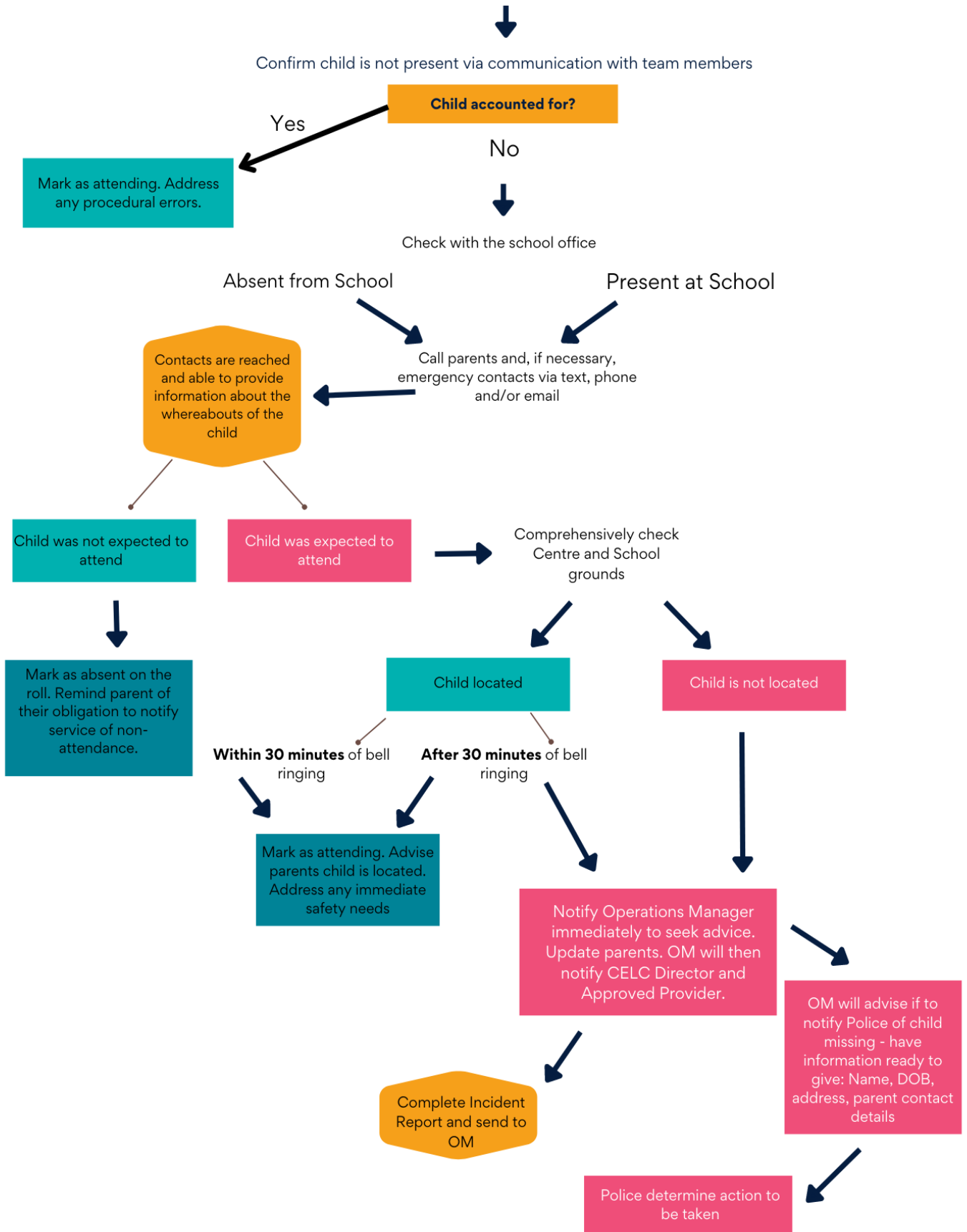
Outside School Hours Care - Arrivals

- Each service has a Risk Assessment/Safer Arrivals of Children detailing the sign in procedures relevant to their site for each care type provided (Before School Care, After School Care and Vacation Care).

Outside School Hours Care – should a child not arrive to After School Care

- If a child has not arrived within 15 minutes of the bell ringing (unless otherwise specified in the services individual Risk Assessment), the service will actively look for the child by:
 - Calling and texting parents/guardians and authorised persons on enrolment record using all numbers available to the service
 - Checking with school administration on attendance and/or messages
 - Checking regular pick-up points around the school
 - School administration asked to make an announcement over the school sound system/speaker system where applicable.
 - Checking the onsite Early Learning Service if relevant
- Follow **Arrival and Accountability Flowchart (Page 4)** if the child cannot be located/accounted for the Nominated Supervisor or Responsible Person on duty must notify your Operations Manager of the situation.
- Where a child cannot be located after reasonable effort to identify their whereabouts and where parents/emergency contact cannot be contacted the Police will be notified as per the **Arrival and Accountability Flowchart.**
- Once a child has been located, the Operations Manager must be notified by telephone. An Incident Report must then be completed and forwarded to your Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority.

A child has not presented for sign in within 15 minutes of the bell ringing



Children who arrive at Outside School Hours Care without a booking

- Regardless of the reason for attendance without a booking, OSHC employees will always be required to respond in a manner that upholds the safety and protection of children. The service will observe their duty of care and statutory obligations to support children.
- If the child is not a currently enrolled child of OSHC, they are to contact the school administration
- If the child is a current enrolment of OSHC and has arrived without a confirmed booking, they will be asked to wait to one side while all booked OSHC children are accounted for.
- The child will wait at OSHC until contact is made with the parent and arrangements made.
- If no contact can be made, the child will then be booked and signed into the care of OSHC by Nominated Supervisor/Responsible Person on duty. If ratio is compromised due to the addition of the child, contact your Operations Manager or the General Manager for advice.
- If the child is found to be expected at another school site destination, an OSHC employee will escort the child to that destination and make sure they are safe before leaving them. To adhere to ratios, the OSHC employee may need to take additional children with them.
- If the parent/guardian advises that the child was supposed to walk home, written confirmation must be provided to the service before the child is permitted to leave school grounds.

Vacation Care

- Children cannot be dropped off at an excursion venue.
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Extra-Curricular Activities – Outside School Hours Care:

(Responsible Persons must also refer to the [Authorised Person Procedure in OWNA](#))

Educators are not responsible for Extra Curricular activities ON or OFF site. Parents/Guardians are required to document all required information on the **Extra Curricular Permissions Form available in OWNA**.

If your child attends an extracurricular activity ON the school site, the following will apply:

- An **Extra-Curricular Permission Form** must be completed in full by the Parent/Guardian. This form must list any/all persons authorised to collect the child for the described activity - inclusive of any school Teachers/staff that may be responsible for running an extra-curricular activity. Each person will then be set up by the Nominated Supervisor or Responsible Person on Duty in OWNA under the child's 'Relationship/Permissions' to generate them a unique PIN. Each PIN will then be provided to the owner via a phone call made to the number listed against the contact provided on the Extra Curricular Permissions Form. In the event that only one number is provided for multiple people against an activity, it will be the authorised contact's responsibility to call the Nominated Supervisor prior to activity commencement to have their PIN allocated to them. PIN's may not be shared to other people.
- The child/children may only be signed out of and back into the Outside School Hours Care service by an authorised contact listed on the form via their unique PIN.
- In the event that a Parent/Guardian wishes to collect their child directly from the activity they must first speak with the Nominated Supervisor/Responsible Person on Duty.
- Any alteration in times or arrangements must be notified by completing a new Extra-Curricular Permissions Form to replace the previous details.

If your child attends an extracurricular activity OFF the school site, the following also apply:

- Children will need to be collected from the Outside School Hours Care Service by the person listed on Extra Curricular Permission Form as approved to collect.
- Children are not permitted to walk alone to offsite extracurricular activities.

Departures – Guidance for children leaving the centre (Regulations 99)

The child may only leave the relevant premises if the child:

- is given into the care of:

- a parent/guardian of the child*; or
- an authorised person named in the child's enrolment record.
- is taken on an approved excursion or has a completed Regular Outings consent form.
- no child will be permitted to travel home with a minor without prior, written approval.

Please note: a parent does not include a parent who is **prohibited by a court order from having contact with the child.*

Departures due to Emergency (Regulation 99(4)(d))

A child may leave the premises where they have been given into care of a person because:

- the child requires medical, hospital or ambulance care or treatment.
- another emergency

The service will contact the Operations Manager or General Manager to advise of the situation. The child will be accompanied in the ambulance by a Responsible Person when possible. If this is not possible, the Operations Manager or Director will advise regarding appropriate staffing arrangements to ensure the child is accompanied and children remaining at the service are appropriately supervised. The completed Incident Report will be forwarded to the Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority.

Child Leaving without Permission

- If a child leaves the centre without the authority described above (including being collected by an unauthorised person), the staff will assess the situation immediately, contact the parent and the Operations Manager who will advise if the police need to be called. Where both possible and practical, a staff member will document relevant details such as details of any person collecting the child and/or their vehicle.
- If a child leaves the centre without permission (eg. runs away), the staff will assess and respond to the situation immediately. This may include:
 - Moving all remaining students to one supervised space
 - Nominating one or more staff members to follow or search for the child, depending on the location. This may be on foot or in a vehicle. That staff member must take a form of communication with them (mobile phone or walkie talkie as applicable).
- As soon as practical, the Operations Manager and parent must be contacted by a staff member remaining at the service.
- The completed Incident Report will be forwarded to the Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority.
- Following the incident, consultation with parents, the Operations Manager and Nominated Supervisor will direct the plan of action moving forward.
- Temporary suspension from the service may be considered where there is a risk to safety.

Children Unaccounted for During the Program

Headcounts/ratio checks

- Regular headcounts are undertaken throughout the program, every hour at a minimum.
- Early Learning headcounts are to be completed when moving from one area to another e.g inside to outside and at mealtimes
- In the event that a headcount doesn't match the attendance data in OWINA, a recount will be initiated.
- If it still doesn't match, a roll call will be initiated.
- It may then be the case that there is a child unaccounted for and the following steps should be followed.

Children unaccounted for

- The Nominated Supervisor/ Responsible Person will undertake a rapid and comprehensive search of the centre's premises to locate the child. If the child is not located, the child's parent/guardian will be notified and the Operations Manager. The police may need to be called.
- If there is a requirement to call the Police the following information will be required:
 - date, time, and location of the child when they were last accounted for.
 - details of the supervising educator, and the circumstances surrounding their disappearance.
 - including how many educator's vs children where in the space and where the educators were located.

- details of actions instigated to locate the child.
- what the child was wearing and any distinguishing features; and
- time parent/guardians and other agencies were contacted.

The completed Incident Report will be forwarded to the Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority.

Departures of Children to Sibling Care Arrangements under 18 years of age

The service will apply the following procedure for children who are permitted to leave the premises by way of written instruction from their legal parent/guardian with a sibling under 18 years of age:

- If parents ask about sibling arrangements, the service will support families in decision-making by providing relevant information and guidance.
- The service will ask that families use this information as a basis for determining the capacity of their child/ren to be left in self-care arrangements.
- The service will require the parent to provide the following information along with the written consent to depart notification:
 - The reason a minor is collecting the child/ren.
 - The minor's name, date of birth and address.
 - date/s and times of departure.
 - child's destination and expected length of journey.
 - mode of transport i.e., on foot or bicycle; and
- The Nominated Supervisor will need to add the sibling as an authorised person into OWNA in order to create a unique PIN so they can sign the child out. If the sibling does not have a phone number and therefore a PIN is unable to be created, the sibling may use the PIN provided to them by the child's parent. A note must be added against the entry by the Nominated Supervisor explaining the circumstances.
- The parent will be offered the opportunity to be notified (by phone, text or email) that the child has left the premises. This arrangement will be negotiated by the needs of families and will additionally reflect the duty of care upheld by the service.
- The service acknowledges that families may use their discretion in determining the capacity of their own children to enter self-care arrangements.
- The service will communicate with parents and authorised persons (where relevant) if there are concerns regarding the safety and protection of children departing from the service in this manner. The Nominated Supervisor or Responsible Person on Duty will not allow the departure of a child if there is a reasonable concern about the safety or wellbeing of the child in doing so.

Late Collection

- The Nominated Supervisor or Responsible Person on duty will attempt to contact parents/guardian and or Authorised Persons people listed on the child's enrolment form to arrange for immediate collection if child has not been collected by the services closing time.
- Two Educators will always remain on duty while there are children in attendance.
- The Nominated Supervisor or Responsible Person on duty will contact Accounts Receivable to apply a late fee to the family account in line with the Fee Schedule

NB: Educators are to sign out at the time they depart the service.

- In the event a child has not been collected a half-hour after closing time and there is no response from a parent, authorised person, the Operations Manager will be contacted before seeking advice from the Police. A completed Incident Report will be forwarded to the Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority. Consistent late collection of a child/children may result in the termination or suspension of a family's enrolment at the service. This will be determined in consultation with the Nominated Supervisor, Operations Manager, CELC Director and family in concern.
- Where no written authority has been organised prior, the parent may text through the full name, relationship to child and phone number to Nominated Supervisor/Responsible Person on Duty who will add them into

OWNA as an authorised contact to generate them a PIN. This PIN will be given to the parent to relay to the person collecting the child.

If circumstances arise that a minor under the age of 18 is to collect a child/ren, the parent may text through the full name and phone number to Nominated Supervisor/Responsible Person on Duty who will add them into OWNA as an authorised contact to generate them a PIN. This PIN will be given to the parent to relay to the person collecting the child.

Early Learning and Kindergarten

Arrival and Departure:

- Parents/guardians will follow site specific arrival and departure procedures as discussed in at the time of orientation (e.g. lunch box storage, location of programme etc.)
- Parents are to make an appointment time for lengthy conversations, or the Lead Educator is to recommend the parent make a suitable appointment time to carry out the discussions

Arrivals

- All children are to be signed in by parent, or authorised person using the service tablets with their unique PIN that has been assigned to them
- parents are encouraged to greet an Educator to inform them of their arrival and pass on any relevant information that contributes to a successful day for their child.
- parents are welcome to spend time with their child helping them transition.
- Parents will follow specific instructions as outlined within each service/room.
- Where a parent/guardian has failed to sign the child into the service, the child will then be signed into the service by the Nominated Supervisor/Responsible Person on Duty and a note made against the entry as to the circumstances

Departures

- All parents/guardians and authorised persons sign children out using the service tablets.
- All persons signing a child out must be listed as an authorised contact in OWNA with a unique PIN number assigned to them in order to collect the child (except in an emergency).
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Departures due to Emergency (Regulation 99(4)(d))

- A child may leave the premises where they have been given into care of a person because:
- the child requires medical, hospital or ambulance care or treatment.
- another emergency
- The service will contact the Operations Manager or Director to advise of the situation. The child will be accompanied in the ambulance by a Responsible Person. If this is not possible, the Operations Manager or Director will advise regarding appropriate staffing arrangements to ensure the child is accompanied and children remaining at the service are appropriately supervised. The completed Incident Report will be forwarded to the Operations Manager to log the incident prior to the 24-hour notification period to the Regulatory Authority.

Parents or carers assumed to be under the influence of drugs or alcohol – all services

In the event that a parent or carer arrives at a CELC service in a condition that indicates, in any way, that they may not be able to safely care for their child/children, the Nominated Supervisor will contact CELC Management and the police will be contacted.

Parent or carers behaving violently or aggressively – all services

In the event that a parent or carer arrives at the service and behaves verbally or physically aggressively towards staff, children or other parents/carers, the Nominated Supervisor will contact the police and implement lockdown procedures.

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could

include: an official warning and note on the individual's personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

4. ENQUIRIES

Catholic Early Learning and Care Director - admin@cclc.catholic.org.au

5. SEE ALSO

- OSHC Extra Curricular Activities Form
- Bus Arrival Authorisation Form
- Acceptance and Refusal of Authorisation Policy
- Child Protection Policy
- Family and Community Feedback and Grievance Policy
- First Aid and Medical Conditions Policy
- Risk Management Policy
- Enrolment and Orientation Policy
- Duty of Care
- Fees Schedule
- Bookings and Cancellations

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- Child Protection Act 1999
- Department of Education and Training Child Care Provider Handbook
- The Queensland Criminal Code 1899

E&CS Legislative Compliance

- Education and Care Services National Regulations Section 167, 175, 167, Regs 168 (2)(f), 12, 99, 102AAB, 102AAC, 170, 171

6. APPROVAL



Cameron Mannix

General Manager
Catholic Early Learning and Care

Date: 2029/04/2026