

# YMCA Geelong- Arrival and Departure Policy in Children's Services



OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 157-O	04/04/2014 15/04/2019	20/03/2017 15/04/2019	APPROVED

## 1. ARRIVAL AND DEPARTURES IN CHILDREN'S SERVICES

## 2. INTRODUCTION

To ensure the ongoing safety of all children attending a Children's Services the safe management of their arrival and departure is critical during times of transition, and at the beginning and end of the service. The Arrival and Departures Policy expressly meets the requirements of the Education and Care Services National Regulations (2011) and assists Educators to meet their duty of care in providing a safe, supervised environment.

## 3. POLICY

The YMCA will at all times operate in accordance with the Education and Care Services National Regulations.

The YMCA will ensure the arrival and departure process for children and their families is supportive, welcoming and actively fosters the elements of the relevant Learning Framework, including principles of active family collaboration. In addition, the Nominated Supervisor will ensure;

- The health and safety of the child is met through the implementation of the following policies and procedures;
- Enrolment and Orientation in Children's Services
- Administration of Medication Policy in Children's Services
- Administration of First Aid in Children's Services
- Anaphylaxis in Children's Services
- Medical Conditions in Children's Services
- Interaction with Children in Children's Services
- Hazard Management Procedure
- Excursion and Routine Outings in Children's Services

In the case of programs where the safe arrival of the child is determined by YMCA Educators or staff overseeing the safe arrival of the child, e.g. After School Care, the YMCA will follow local safe work practices (including Safe Transition Procedures if applicable) and the Arrival and Departure Procedure to ensure the safe and timely arrival of the child or confirmation of the child's whereabouts and safety through contacting the appropriate parent or guardian or authorised nominee immediately.

### **Regulation 99 Children leaving the education and care service premise**

3.1 Through vigilant supervision and by enacting the above listed YMCA policies and procedures, the Nominated Supervisor and/or Person with Management and Control of the Service must ensure as a minimum;

- The child may only leave the relevant premises if the child—
  - o (a) is given into the care of—
    - (i) a parent of the child (who are listed on the enrollment form); or
    - (ii) an authorised nominee named in the child's enrolment record; or
    - (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
  - o (b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
  - o (c) is taken on an excursion in accordance with enrollment and booking form authorisation or
  - o (d) is given into the care of a person or taken outside the premises—
    - (i) because the child requires medical, hospital or ambulance care or treatment; or
    - (ii) because of another emergency.

3.2 A child will not be permitted to leave the program unaccompanied by an authorised parent/Guardian or authorised family/friend. Refer to YMCA Geelong Unaccompanied Minor Supervision Policy.

3.3 Should the emergency contact, authorized parents/guardians or authorised nominee not be:

- a. Listed on the enrolment and comes to collect the child/ren and authorization to collect cannot be obtained by close of service;
- b. Contactable on phone, email or sms for authorization;
- c. Does not attend the service at the specified collection time or at the service closure time (6.00pm);
- d. Does not attend the service in a fit and proper state to take care of their child/ren ( i.e: affected by drugs and or alcohol or not in the state to transport their child/ren safely;

YMCA Personnel will;

- (i) Contact Police by dialing 000
- (ii) **Contact the Department of Health and Human Services** Child Protection business hours: 8.45am - 5.00pm (Monday - Friday)  
**West Division Intake - Rural and regional only - 1800 075 599**

West Division has one child protection intake located at DHHS Geelong covering the following rural and regional areas and LGAs: Ararat, Ballarat, Colac-Otway, Corangamite, Glenelg, Golden Plains, Greater Geelong, Hepburn, Hindmarsh, Horsham, Moorabool, Moyne, Northern Grampians, Pyrenees, Queenscliffe, Southern Grampians, Surf Coast, Warrnambool West Wimmera, Yarriambiack.

After hours Child Protection Emergency Service - 13 12 78

**(5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)**

A state-wide after hours emergency service that receives new reports, as well as concerns for existing child protection clients who are considered to be at immediate risk and require urgent after hours service.

### Regulation

**158 Children's attendance record to be kept by Approved provider**

**168 Education and Care Services must have policies and procedures**

## 4 DEFINITIONS

**Parent:** in this policy and reflecting the definition in the Education and Care National Regulations, *parent* does not include a parent who is prohibited by a court order from having contact with the child.

## 5 SCOPE

The scope of this policy applies to all approved Children's Services that operate under the Education and Care Services National Regulations, 2011. This includes Before and After School Care Services and Vacation Care conducted by YMCA Geelong.

## 6 ROLES and RESPONSIBILITIES

Department/Area	Role/Responsibility
Operations	YMCA Nominated Supervisor and/or service Management will oversee the implementation and service adherence to this policy (i.e. policy compliance). Nominated Supervisor and/or Person with Management and Control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.  All Educators are responsible for the daily implementation of the policy when directly supervising children.
School Holiday Program Co-ordinator	Is responsible for ensuring suitable resources and support systems to enable compliance with this policy. Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Facilitate annual policy training to Children's Services Educators on the appropriate implementation and use of policy.
School Holiday Program Co-ordinator	Responsible for the development, monitoring and review of the Policy and related systems, ensuring all content meets all legislated requirements.
CEO	Approve the Policy Provide official sign off on the Policy

## 7 MONITORING, EVALUATION AND REVIEW

The Arrivals and Departure in Children's Services Policy will be reviewed every 3 years. The ongoing monitoring and compliance to this policy will be overseen by Community Programs Co-ordinator. Each program will complete an annual self-assessment against this policy and the legislated standards from which it was drawn. The National Quality Framework Ratings and Assessment process, and Service Approval conditions, will also assist in the external audit and monitoring of the policy, by delegates of the Department of Education and Early Childhood Development.

## 8 SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

1. [Victorian Early Years Learning and Development Framework \(VEYLDF\)](#)
2. [National Early Years Learning Framework \(EYLF\)](#)
3. [My Time, Our Place: Framework for School Age Care in Australia](#)
4. [Education and Care Services National Law Act](#)
5. [Education and Care Services National Regulations 2011](#)
6. **YMCA Policy and Procedures**
  - a. [YMCA Occupational Health and Safety Policy](#)
  - b. [YNET Hazard Management Procedure](#)
  - c. [YNET Policy Library](#) including;
    - i. Interactions with Children in Children's Services Policy
    - ii. Enrolment and Orientation in Children's Services Policy
    - iii. Excursion and Routine Outing Policy and Procedure
    - iv. Medical Conditions in Children's Services Policy
    - v. Anaphylaxis in Children's Services Policy
    - vi. Administration of Medication Policy in Children's Services
    - vii. Administration of First Aid in Children's Services
    - viii. Arrival and Departure Procedure
7. **YMCA Forms and Resources**
  - a. [General Hazard Identification Report Form](#)

## 9 DOCUMENT HISTORY

Approved by: Chief Executive Officer

Effective date: 04/04/2014, 15/04/2019

Reviewed: 20/03/2017 ,15/04/2019

Review date: 20/03/2022

Policy Owner: Paul Barbagello, Centre Manager

Contact Details policy owner: Ph: 5221 8344 E: paul.barbaggio@ymca.org.au

Amendment history:

Version	Date	Author	Change Description
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V1	July 2011	Kimberley Maher	Document created
V2	July 2012	Kimberley Maher	Reviewed
V3	04/04/2014	Shona Eland	Uploaded to YMCA Geelong Policy Template included scope, monitoring and evaluation clauses.
V4	20.3.2017	Kimberley Maher	Policy reviewed – no changes made
V5	15/04/2019	Shona Elands/Paul Barbagallo	<p>3.0 (i) added (i) a parent of the child (“who are listed on the enrollment form”)</p> <p>Added Clause 3.3 Should the emergency contact, authorized parents/guardians or authorised nominee not be:</p> <ul style="list-style-type: none"> <li>- Listed on the enrolment and comes to collect the child/ren and authorization to collect cannot be obtained by close of service;</li> <li>-Contactable on phone, email or sms for authorization;</li> <li>-Does not attend the service at the specified collection time or at the service closure time (6.00pm);</li> <li>-Does not attend the service in a fit and proper state to take care of their child/ren ( i.e: affected by drugs and or alcohol or not in the state to transport their child/ren safely;</li> </ul> <p>YMCA Personnel will;</p> <p>1.Contact Police by dialing 000  <b>2.Contact the Department of Health and Human Services</b> Child Protection business hours: 8.45am - 5.00pm (Monday - Friday)</p> <p><b>West Division Intake - Rural and regional only - 1800 075 599</b></p> <p>West Division has one child protection intake located at DHHS Geelong covering the following rural and regional areas and LGAs: Ararat, Ballarat, Colac-Otway, Corangamite, Glenelg, Golden Plains, Greater Geelong, Hepburn, Hindmarsh, Horsham, Moorabool, Moyne, Northern Grampians, Pyrenees, Queenscliffe, Southern Grampians, Surf Coast, Warrnambool West Wimmera, Yarriambiack.</p> <p>After hours Child Protection Emergency Service - 13 12 78  <b>(5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays)</b>  A state-wide after hours emergency service that receives new reports, as well as concerns for existing child protection clients who are considered to be at immediate risk and require urgent after hours service.</p>

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As Adopted and reviewed by the YMCA of Geelong Inc on 15/04/2019



Chief Executive Officer YMCA Geelong Inc.