



ARRIVAL & DEPARTURE POLICY



Purpose

Insight Early Learning (IEL) is committed to ensuring the safety and wellbeing of all children, families, staff, students, volunteers, and visitors. Children will only be released to authorised persons listed on their enrolment record, and accurate daily attendance records will be maintained through Xplor.

Scope

This policy applies to children, families, staff, management, students, volunteers, and visitors of the Service

Legislative Requirements

Education and Care National Law	
Regulations	Description
99	Children leaving the education and care service premises
102AAB	Safe arrival of children policies and procedures
102AAC	Risk assessment for the purpose of safe arrival of children policies and procedures
158	Children's attendance record to be kept by approved provider
160	Child enrolment records to be kept by 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

Relevant National Quality Standard (NQS) Elements

Quality Area 2 – Children's Health and Safety	
2.1.1	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	Each child is protected.
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced, and implemented.
2.2.3	Management, educators, and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

Implementation

IEL has clear processes to support the safe arrival and departure of children. All educators and staff are required to follow these procedures.

Risk assessment

A risk assessment relating to the safe arrival and collection of children, including transportation, is completed at least every 12 months or as required.

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Arrival: Greeting and Transition

Educators welcome children and families and support a positive, calm transition into the day.

Sign-In

Children must be signed in by a parent or authorised nominee using Xplor.

Attendance records must include the child’s name, arrival time, and the name of the person delivering the child.

If Xplor is unavailable, a manual sign-in process will be used.

Individuals under 16 years of age may not sign children in unless accompanied by a parent or guardian.

An educator must sight the child to confirm safe arrival.

Communication

Essential information, including medication needs or incidents at home, must be communicated to educators at drop-off. Longer discussions should be arranged separately.

Health and Safety Checks

Educators will engage with each child on arrival and note any signs of illness or injury. If concerns arise, the illness policy will be followed.

Personal Belongings

Children’s belongings should be clearly labelled and stored in the designated area.

Departure

Sign-Out

Children must be signed out using Xplor by a parent/guardian or authorised nominee over the age of 16.

Families must not share access codes or sign-in credentials.

Authorisation Requirements / Authorised Person

The individual collecting must be listed on the child’s enrolment record or updated in Xplor.

Identification may be requested.

Educators will sight ID, record that verification occurred, and document it in the child’s file.

Excursions and Transportation

Children may leave the Service as part of an excursion or transportation arrangement when written authorisation has been provided.

Refer to IEL’s *Safe Transportation Policy*.

Emergency Situations

If a child has not been collected:

- Attempt to contact the parent/guardian
- Attempt to contact all authorised nominees
- Document each attempt
- If no authorised person can be reached **within 15 minutes of closing time**, the Nominated Supervisor must contact Police or the Child Protection Hotline for guidance on safe arrangements

Court Orders

Children will not be withheld from a parent unless a current court order is on file. Educators must follow the requirements of all court and parenting orders. If a restricted person attempts collection, educators must:

- Attempt to prevent access without physical intervention
- Ensure safety of others
- Document observations, discussions, and actions taken

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- Contact police and the custodial parent
Refer to IEL’s Understanding Court Orders and Parenting Orders Policy.

Refusal of Authorisation

If a person collecting a child appears impaired, intoxicated, or unable to safely care for the child:

- Concerns will be discussed with the individual (away from the child where possible).
- An alternate authorised nominee will be requested to collect the child.
- Police or Child Protection may be contacted if required.
- IEL does not allow individuals under 16 years to collect children.

VISITORS

All visitors are required to sign in and out of the service using the visitor to register upon arrival and departure. Visitors who do not hold a valid Working with Children Check (WWCC) must remain within the direct line of sight and under the active supervision of an educator at all times.

Visitors providing a professional service to the centre must hold a current and valid WWCC. Where this is not applicable, they must remain under constant direct supervision of an educator. Tradespeople and contractors are not permitted to carry or use photo-taking devices in classrooms or in any areas accessed by children. Regular visitors to the service are required to hold a current WWCC.

LATE COLLECTION OF CHILDREN

Staffing

If a child remains after closing time, two educators must remain on site until the child is collected.

Late Fees

A fee of \$15.00 per 10-minute block will apply when a child is collected after the Service’s closing time.

CCS does not apply to late fees.

If Late Collection is Expected, Families must notify the Service as early as possible and arrange an authorised nominee if needed.

If a Child Is Not Collected by Closing Time

- Contact the parent/guardian.
- If unsuccessful, contact authorised nominees.
- If no one can be reached within 15 minutes, Police or Child Protection must be contacted.
- If the child is taken to a safe location by authorities, a notice will be displayed at the Service.
- Regulatory notifications will be made if required.

Repeated Late Collection

A Late Collection Letter will be issued for recurring incidents. Continued non-compliance may result in termination of enrolment.

Review

This policy will be reviewed annually or as legislation, regulations, or best practice changes.

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