POL6-P2 Arrival, Departure, and Collection Policy and Procedure

1. Purpose

This policy and procedure sets out how Affinity Education Group (Affinity) manages the safe arrival, departure, collection, and travel of children in its education and care services.

This policy and procedure outlines Affinity's approach to ensuring children are appropriately supervised, accounted for, and protected during transitions to and from the service, including when travel or transport forms part of service delivery. It recognises that arrival and departure are higher-risk times and emphasises the importance of active supervision, clear responsibilities, and effective communication to support children's safety and wellbeing.

This policy and procedure supports Affinity's responsibilities under the Education and Care Services National Law and Regulations, including applicable state and territory requirements.

2. Scope

This policy and procedure applies to all staff, students, volunteers, contractors, families, and visitors across all Affinity services when they are involved in the arrival, departure, collection, supervision, or transport of children attending an Affinity service.

It applies to all forms of arrival and departure, including when children are delivered to or collected from the service, move between services with educators, or are transported using vehicles provided or arranged by Affinity.

This policy and procedure must be read together with the Excursions Procedure, Safe Environments and Supervision Procedure.

3. Definitions

The following definitions support consistent understanding of the terms used in this policy and procedure.

Term	Definition
Authorised Nominee	A person who has been given written authorisation by a parent/guardian, recorded on the enrolment form, to collect a child.
Kiosk/XAP	Digital sign-in/out system used to record the daily attendance for children.
Sign-in/Sign-out	Recording a child's arrival and departure either via Kiosk or, when unavailable, on paper-based sign-in/out sheets.
Responsible Person	A person placed in day-to-day charge of the service when the Nominated Supervisor is not on site.

4. Guiding principles

The following principles guide how Affinity approaches the arrival, departure, collection, and travel of children across all services:

- **Children's safety and wellbeing** – Children's safety and wellbeing come first. All decisions about arrival, departure, and travel focus on keeping children safe, secure, and emotionally supported.
- **Authorised and secure transitions** – Children are only brought to or collected from the service by authorised people. This helps ensure children are handed over safely and only to people approved by their family.
- **Accountability and knowing where children are** – Every child must be always accounted for. Staff need to know where children are and who is responsible for them so action can be taken quickly if needed.
- **Clear duty of care** – It must always be clear who is responsible for children. This supports safe supervision when children arrive, leave, or move between places.
- **Risk-aware supervision and decisions** – Arrival, departure, and travel can involve higher risks. Staff consider these risks and supervise children carefully to help prevent harm.
- **Working in partnership with families** – Children are safer when families and services work together. Clear communication and shared expectations help support safe arrival, departure, and travel.

These principles underpin all actions described in this policy and procedure and guide professional judgement when decisions are required.

4.1. Active supervision and safety approach

This procedure is informed by an active supervision and safety approach, which supports how the guiding principles are applied in everyday practice.

This approach recognises that children's safety and wellbeing are supported through vigilant, intentional, and responsive supervision. Educators actively maintain awareness of children, their environments, and potential risks, and adjust supervision to support children's safety during routines, transitions, and higher-risk times.

Through shared responsibility and clear supervision practices, educators and families work together to ensure children remain safe, supervised, and accounted for. Active supervision includes heightened awareness in more complex environments, such as services with lifts,

multiple access points or multi-level layouts, where supervision considerations apply across arrival, departure, and other transitions to support safe movement and prevent unsupervised access.

5. Procedures

These procedures outline what must occur to ensure children arrive safely, are collected safely, and are always accounted for during arrival, departure, and travel to and from services.

Arrival and departure are higher-risk times due to increased movement of people and access points. At some services, additional environmental risks apply, including multi-level layouts and lift access.

5.1. Arriving at the service

Ensure children arrive safely at the service, are appropriately supervised, and are accurately accounted for on arrival. Refer to Promapp process **3.1.25 Manage arrival of children**

This means children are safely handed over, signed in correctly, and supervised as soon as they arrive. These practices support children's wellbeing, smooth transitions into the service, and accurate attendance records. Key expectations include:

- children are signed in on arrival by a parent, guardian, or authorised person using the approved attendance system;
- children remain the responsibility of the parent, guardian, or authorised person until they have been directly handed to an educator;
- children should be awake/awoken upon arrival;
- children must not be left unattended on arrival;
- educators actively supervise internal and external doors, gates, and other access points during arrival times;
- children do not pass through any internal or external door or gate unless under the direct supervision of an authorised person;
- relevant information that may affect the child's care is shared on arrival;
- signs of illness or injury present on arrival are identified and documented; and
- attendance records accurately reflect children who have arrived at the service.

Key actions

The key actions below outline the practical steps that must be followed:

- receiving children directly from families or authorised persons on arrival;
- confirming children are signed in using the approved attendance system;
- supervising children immediately on arrival, including monitoring doors, gates, and access points; and
- responding to and recording any safety, health, or attendance concerns identified at arrival, including completing **Form 2-F9 Illness/Injury on Arrival** when required.

Exceptions

When the electronic attendance system is unavailable, attendance must be recorded using a paper sign-in/sign-out sheet. This must document:

a) the child's full name;
b) date and time of arrival/departure;
c) name and signature (or digital confirmation) of the person delivering/collecting; and
d) the child's room.

When a child is not signed in on arrival, the Nominated Supervisor/Responsible Person must record the child's attendance as required. The parent/guardian must confirm the attendance at their next Kiosk login. Unconfirmed attendances may affect CCS entitlements.

Escalation and support

When arrival information is unclear, attendance cannot be confirmed, or supervision is compromised, support must be sought promptly to ensure the child is safely received and accounted for.

5.2. Attendance monitoring

Ensure children are accounted for at all times throughout the day. Refer to Promapp **3.1.26 Monitor attendance of children**

This means actively monitoring attendance records and completing head counts as children move between rooms, groups, or locations within the service. These practices support children's safety and enable quick action if concerns arise. Key expectations include:

- attendance records accurately reflect the children physically present at the service;
- attendance rolls accompany children during all transitions;
- head counts are completed at key points throughout the day and checked against attendance records; and
- any discrepancy between attendance records and head counts is identified immediately.

Key actions

The key actions below outline the practical steps that must be followed:

- ensuring attendance records are updated as children arrive, move, or depart;
- carrying attendance rolls during transitions between rooms or locations;
- completing head counts during transitions, routine changes, and at regular intervals using the following forms:
  - FRM2-F64 Head Count Record.docx; and
  - FRM 2-F35 Room Register Educator Sign In Out.pdf
  - FRM 4-F40 Ratio Tracking Sheet.pdf
- (NSW Only) maintain and file records weekly alongside FRM 2-F72 WWC - Staff Record of Working Directly with Children (NSW).docx
- investigating and responding immediately to any attendance or head count discrepancy.

Escalation and support

Escalation and support must occur immediately when attendance records and head counts do not align and the discrepancy cannot be resolved straight away.

This includes situations where:

- a child is recorded as present but cannot be located; or
- a child has not been signed out and no departure has been witnessed.

When a missing child concern is identified:

- immediate action is taken to confirm attendance records;
- a thorough search of the service is conducted while maintaining supervision;
- families are contacted without delay; and
- emergency services are contacted immediately when a child cannot be located or safety concerns remain.

All actions must be documented and reported in line with **POL2-24 Incident Management**.

5.3. Departing from the service

Ensure children are collected safely and released only to authorised people, in line with **Promapp process 3.1.12 Manage Collection of Children**.

This means confirming collection arrangements, maintaining active supervision until collection occurs, and ensuring attendance records accurately reflect when children leave the centre. These practices protect children's safety and ensure they are released only to approved people.

Child release conditions

A child may only leave the service when they are:

1. given into the care of:
   - a parent or guardian listed on the enrolment form;
   - an authorised nominee named in the enrolment record; or
   - a person authorised in writing by the parent or guardian (families are responsible for keeping authorised collector details up to date);
2. released in accordance with written authorisation from a parent or authorised nominee;
3. attending an excursion in accordance with POL2-P6 Excursions Procedure; or
4. requiring medical, hospital, ambulance, or emergency response in accordance with **POL2-P24 Incident Management** and/or **POL2-P27 Emergency Response and Evacuation Procedure**. When a child leaves the centre due to an emergency, sign-out may be completed on behalf of the family and confirmed at the next attendance.

Key actions

The key actions below outline the practical steps that must be followed:

- confirming the identity and authority of the person collecting the child before release;
- supervising children at all times until they are handed directly to the authorised person;
- actively supervising internal and external doors, gates, and departure points;
- ensuring children do not pass through any internal or external door or gate unless under the direct supervision of the authorised person collecting them;
- reinforcing safe collection expectations with families as required; and
- recording the child's departure accurately using the approved attendance system.

Escalation and support

Escalation and support must occur whenever there is uncertainty, risk, or concern during collection, including when:

- a person's authority to collect a child cannot be confirmed;
- legal restrictions or court orders apply; or
- a person collecting a child appears to be under the influence of drugs or alcohol.

When concerns about intoxication arise:

- the child remains supervised while the situation is assessed;
- alternative authorised collection arrangements are sought where required;
- decisions prioritise the child's immediate safety; and
- emergency services are contacted immediately if an intoxicated person leaves the centre with a child and safety concerns remain.

All incidents must be documented and reported in line with **POL2-24 Incident Management Procedure**.

5.4. Late collection

Ensure children remain safe, supervised, and supported when collection is delayed, in line with **ProMapp process 3.1.13 Manage Late Collection of Children**.

This means maintaining supervision after closing time, supporting the child's emotional wellbeing, and taking timely action to arrange safe collection. Late collection situations require calm, consistent responses that prioritise the child's safety and welfare. Key expectations include:

- children remain supervised at all times when collection is delayed;
- children are reassured and supported to minimise distress;
- reasonable attempts are made to contact parents, guardians, and authorised nominees in the correct order;
- escalation occurs promptly when contact cannot be made or collection does not occur; and
- all actions, decisions, and communications are accurately documented.

Key action

The key actions below outline the practical steps that must be followed:

- ensuring the child remains supervised after scheduled closing time;
- contacting parents, guardians, and authorised nominees using approved contact details;
- continuing to reassure and support the child while waiting;
- recording all contact attempts, decisions, and actions taken; and
- maintaining supervision until the child is collected by an authorised person or alternative arrangements are implemented to ensure the child's safety.

Escalation and support

When collection does not occur and contact cannot be made with an authorised person, escalation must occur without delay.

This includes situations where police or child protection authorities are required to take responsibility for the child, as set out in legal and child protection requirements.

All instructions provided by authorities must be followed, and actions must be documented and reported as set out in **POL2-24 Incident Management Procedure** and **POL7-P4 Fee Payment Procedure**.

5.5. Safe Arrival Between Services

Safe arrival between services is managed in accordance with ***POL2–P30 Transport Children in Vehicle***.

6. Role and Responsibilities Summary

The following table provides a summary of role responsibilities that align with the procedures and ProMapp processes referenced in this policy.

Role	Responsibilities
Approved Provider	• Ensure compliance with the Education and Care Services National Law and Regulations relating to arrival, departure, safe arrival between services, and transport. • Maintain and implement required policies and procedures. • Ensure attendance, enrolment and authorisation records are kept and accessible. • Ensure risk assessments are completed and reviewed for safe arrival and transport. • Provide adequate staffing, supervision, and resources. • Notify the Regulatory Authority when regular transport starts or ceases.
Educators	• Follow all arrival, departure, and transport procedures. • Conduct sign-in/out checks and marking of rolls and headcounts throughout the day. • Release children only to authorised persons and verify identity when required. • Actively supervise children during travel and transitions. • Follow all risk-management strategies outlined in risk assessments.

	• Report and escalate safety concerns such as missing children or intoxicated collectors. • Complete required documentation including incident forms and attendance adjustments
Families (Parents / Authorised Nominees)	• Provide accurate and up-to-date enrolment and authorised nominee information. • Sign children in and out each day. • Inform the service when someone different will collect the child. • Provide written authorisation for transportation. • Notify the service of absences or changes to travel arrangements. • Support children to follow safe arrival, departure, and transport expectations.
Nominated Supervisor / Responsible Person	• Implement this policy and ensure daily compliance. • Oversee arrival and departure processes, including sign-in and sign-out, headcounts, and attendance reconciliation. • Ensure arrival and departure safety expectations are clearly communicated to families at enrolment and reinforced as required. • Ensure families maintain accurate authorised nominee details. • Complete and review risk assessments for safe arrival between services and transport. • Maintain supervision and ratios during arrival, departure, travel, transitions, and transport. • Monitor supervision practices at access points during arrival and departure times and support reflective practice to strengthen supervision effectiveness. • Manage and escalate concerns regarding missing or unaccounted-for children.

7. Related Legislation and Documents

The following legislation, regulations and internal documents inform and support this policy, ensuring compliance with legal requirements and consistent implementation across Affinity services.

Legislation	Education and Care Services National Regulations 2011 (Qld) Education and Care Services National Regulations WA 2012 Children and Young People Act 2008 (ACT) Children and Young Persons (Care and Protection) Act 1998 (NSW) Care and Protection of Children Act 2007 (NT) Child Protection Act 1999 (Qld) Children, Youth and Families Act 2005 (Vic.)	Children and Community Services Act 2004 (WA) Crimes Amendment (Protection of Children) Act 2014 (Vic.) Child Safe Standards (VIC, NSW, QLD, ACT) National Principles for Child Safe Organisation (WA, NT) Family Assistance Law Section 165, 167, 175 Regulation 99, 100, 101, 102, 102AAB, 102AAC, 102C, 102D, 122, 123, 161, 168, 169, 170, 171, 172
Policy and/or Procedure	POL 2-P6 Excursions Procedure POL 2-P24 Incident Injury Trauma and Illness inc Hospitalisation and Death Procedure (Incident Management Procedure) POL 2-P27 Emergency Response and Evacuation Procedure POL 2–P30 Transport Children in Vehicle POL7-P4 Fee Payment Procedure	
Processes	3.1.12 Manage Collection of Children 3.1.13 Manage Late Collection 6.4.04 Manage Employee Entitlement Balances	
Forms	2-F9 Illness/Injury on Arrival	

8. Version History

Version Control	Date	Author	Description of Change
1	Oct 2013	AEG	Update to reflect UCSNR
1.2	Jan 2015	AEG	Update to reflect UCSNR
V12.15	Dec 2015	AEG	Full revision
V2.17	Feb 2017	AEG	Revision
V12.17	Dec 2017	AEG	Revision of late collection
V7.18	Jul 2018	AEG	Sessional Care
V7.18a	Jul 2018	AEG	9 and 10-hour sessions
V7.18b	Jul 2018	AEG	Minor update

V8.19	Aug 2019	AEG	Scheduled review
V9.20	Sep 2020	AEG	Scheduled review
V10.21	Sep 2021	AEG	Drop off/ pick up
V5.22	May 2022	AEG	Updated to reflect SPM
V5.23	May 2023	AEG	Updated to remove COVID
V10.23	Oct 2023	AEG	Added safe arrival from other service/ school
V12.24	Dec 2024	AEG	Added circumstances child can leave the service
V03.25	Mar 2025	AEG	Added reference to enrolment form for collections
V13	Mar 2026	AEG	Updated to new format, no significant changes to content, NSW reforms included
V13.1	Jun 2026	AEG	Minor update – addition that children should be awake or awoken upon arrival