CHILD ARRIVAL AND DEPARTURE POLICY

Date last reviewed	February 2026
Next review date	February 2027

What areas does this policy cover

- **Deliver and Collection of Children**
- **Road and car park safety**
- **Transportation**

Policy Statement

At Bullfrog Children's Centre, the safety and wellbeing of every child is our highest priority. Children will only be released to a parent, guardian, or authorised nominee listed on the enrolment record. Authorised adults may be required to provide photographic identification. The Service will not release a child to an unauthorised person and will strictly follow any court or parenting orders provided. If an authorised person appears unable to provide safe care (e.g. affected by alcohol or drugs), the Service will take reasonable steps to ensure the child's safety, including contacting another authorised nominee if necessary.

The Service is committed to promoting safe road use practices and ensuring children arrive and depart safely. We support children to develop safe road behaviours and work in partnership with families to provide consistent road safety messages between home and the Service.

A risk management approach is implemented for all transportation and pedestrian excursions, including safe embarkation and disembarkation procedures and active supervision.

A duty of care exists at all times while a child is attending the Service, including when they are on the premises but not yet signed in or already signed out. Accurate attendance records are maintained to ensure correct educator-to-child ratios and effective implementation of emergency procedures.

Background Statement

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to Arrival and Departure to and from the service. Bullfrog Children's Centre sees safety and wellbeing as a priority in all practices. Appropriate response to all situations is an essential component of a safe and nurturing learning environment.

Legislative Requirements

Area	Legislation / Regulation	NQS	EYLF
Arrival and Departure	Education and Care Services National Law (NSW) Section 167, 170 Regulation 99, 158 and 123	QA 2 – 2.1 and 2.2	Outcome 1 and 3
Road Safety	National Law Section 167	QA 2 – 2.2	Outcome 3
Transportation	Regulations 355–357 Regulation 102 Section 167	QA 2 – 2.2	Outcome 3

Bullfrog Children's Centre

CHILD ARRIVAL AND DEPARTURE POLICY

Induction and ongoing training

On induction all new Employees are required to familiarise themselves with all Policies and Procedures of Bullfrogs Children's Centre. Should information be updated or there are changes to this policy or the Legislative Requirements associated with this policy, Employees will either be informed or will undergo training at the next staff meeting.

Policy reviewed

This policy and procedures will be reviewed by Management, Employees, Families and Children annually. Management will review, then forward to Employees and Families to review via Kinderloop. Children will review as part of a talking mat process.

Deliver and Collection of Children

(NSW – Education and Care Services National Law and Regulations)
This policy complies with the **Education and Care Services National Law (NSW)** and the **Education and Care Services National Regulations 2011**, including (but not limited to) Regulations 99, 102, 157–158, 168(2)(f), and 170–171.

Implementation
The following procedures are implemented to ensure children's safety at all times:
Arrival

- Children must be signed **IN** by a parent/guardian or authorised nominee using the Xplor Home App on centre iPad. Where electronic systems are unavailable, a manual sign-in sheet must be completed, including full name, signature, and time.
- Attendance records must comply with Regulation 158 and accurately record the child's arrival time.
- An educator will greet and receive each child to ensure they are safely transferred into the care of the Service.
- Only authorised persons are permitted on the premises. Educators will monitor entry points and gates.
- Parents/guardians may enter the premises at any time while their child is being educated and cared for, except where entry poses a risk to safety or where a court order prohibits contact (National Law Section 167; Regulation 157).

Departure

- Children may only be released to a parent/guardian or authorised nominee listed on the enrolment record (Regulation 99).
- Authorised nominees must be 18 years or older unless written agreement has been provided by the parent/guardian and Approved Provider.
- All children must be signed **OUT** on departure, including time and signature (Regulation 158).
- Educators must sight the child and confirm the identity of the collecting person. If unknown, photo identification must be provided.
- Written authorisation is required where a child leaves the premises for excursions, medical treatment, or transport arrangements (Regulation 102).
- Court or parenting orders must be provided to the Service and will be strictly adhered to.

Children Leaving the Premises
A child may only leave the Service premises if:

- Collected by a parent/guardian or authorised nominee (Regulation 99)
- Written authorisation has been provided (e.g. excursion) (Regulation 102)
- The child requires emergency medical, hospital, or ambulance treatment

Bullfrog Children's Centre

CHILD ARRIVAL AND DEPARTURE POLICY

Unauthorised Person Attempting to Collect a Child
If an unauthorised person attempts to collect a child, educators must follow the steps below:

1. Do Not Release the Child
    - The child must not be released unless the person is listed as an authorised nominee on the enrolment form or has written authorisation from the parent/guardian.
    - If required, request photo identification to verify the person's identity.
2. Remain Calm and Professional
    - Speak respectfully and explain that, in accordance with Service policy and NSW regulations, the child cannot be released without proper authorisation.
3. Check Enrolment Records
    - Confirm the authorised nominee list and any court or parenting orders on file.
4. Contact Parent/Guardian Immediately
    - Inform the parent/guardian of the situation and request confirmation or written authorisation if appropriate.
5. Escalate to Nominated Supervisor
    - Notify the Nominated Supervisor/Responsible Person immediately.
6. If Necessary, Contact Emergency Services
    - If the situation becomes unsafe or the person refuses to leave the premises, contact Police.
    - Provide details including the individual's name (if known), description, and vehicle details if applicable.
    - Where necessary place the service in lock down and follow lock down procedure.
7. Document the Incident
    - Record the event in the incident register, including time, actions taken, and any communications made.

Intoxicated or Unfit Persons
If a person collecting a child appears intoxicated or otherwise unfit to provide safe care, educators will exercise their duty of care (National Law Section 167) by encouraging alternative arrangements. Where necessary, Police may be contacted. All actions will be documented.

Attendance and Supervision
- Accurate attendance records will be maintained at all times (Regulation 158).
- Head counts will be conducted regularly, including during peak drop-off and pick-up times.
- Staffing arrangements will ensure required educator-to-child ratios are maintained at all times (Regulations 123 and 355–357).

End of Day Procedure
Two educators will conduct a final check of all indoor and outdoor areas at closing to ensure no child remains on the premises. If a child is not signed out, families will be contacted immediately and documentation completed.

Late Collection
- Families must notify the Service if they will be late.
- If authorised contacts cannot be reached, Police may be contacted.
- A Late Collection Notice will be completed for collections after 6:00pm.
- Late fees apply as outlined in the Service's Fee Policy.
- Repeated late collections may result in review of the child's enrolment.

Bullfrog Children's Centre

CHILD ARRIVAL AND DEPARTURE POLICY

Roles and Responsibilities

Roles	Responsibility
Approved Provider	• Ensure the Service operates in accordance with the **Education and Care Services National Law (NSW)** and **Education and Care Services National Regulations 2011.** • Ensure policies and procedures are in place as required under Regulation 168. • Ensure court orders are implemented and communicated to relevant staff. • Ensure adequate staffing arrangements to maintain supervision and ratios.
Nominated Supervisor	• Ensure children are adequately supervised and protected from harm and hazards (Section 167). • Ensure children do not leave the premises except in accordance with the Regulations (Regulation 99). • Ensure attendance records are accurate and compliant (Regulation 158). • Provide guidance and supervision to educators to ensure policy adherence. • Ensure authorised nominee lists are current and accessible.
Educators	• Maintain accurate attendance records and conduct regular head counts. • Greet children and families and support smooth transitions. • Confirm authorisation before releasing any child and check photo identification where required. • Follow procedures for late collection, intoxicated persons, and unauthorised collection attempts. • Ensure children are supervised at all times, including during arrival and departure.
Families	• Sign children in and out each day (Regulation 158). Via the Xplor platform. • Provide written authorisation for changes to collection arrangements. • Provide current court or parenting orders. • Inform the Service of late collections, via phone call. • Ensure children are handed directly to an educator on arrival and that educators are notified on departure. • Do not let any other persons through the gate under your access. Kindly ask them to buzz or use their own code. • Early Morning drop off and late afternoon drop off collection to be in the Tadpole room.
Children	• Be supported to develop safe arrival and departure routines. • Learn safe behaviours during transitions.

Road and car park safety

Implementation

Bullfrog Children's Centre is committed to promoting road safety education and ensuring children develop safe road use practices. Road safety messages will be embedded into the curriculum and shared consistently with families to support safe behaviours at home and in the community. The Service will provide educators with access to current road safety information and professional development opportunities. Road safety learning will be delivered through intentional teaching, play-based experiences, discussions, and everyday routines.

Bullfrog Children's Centre is committed to working in partnership with families to promote consistent road safety messages and to support children in developing lifelong safe road use habits.

Procedure

Road safety education will be implemented through:

- Planned and spontaneous learning experiences.
- Use of up-to-date road safety resources, including kits, games, posters, and other educational materials.
- Integration of key safety messages into daily routines and transitions.
- Ongoing communication with families to promote consistent safety practices.

Key safety messages promoted with children include:

1. Always hold a grown-up's hand. When a grown-up's hand is not available, hold a pram, bag, or clothing.
2. Always cross the road with a grown-up.
3. Always use the carpark walkway not the driveway when accessing the entrance.
4. Always buckle up in a seatbelt and sit in a correct child restraint or booster seat.
5. Always leave the seatbelt buckled up while travelling in the car.
6. Always use the "Safety Door".
7. Always ask a grown-up where it is safe to play.
8. Always wear a helmet when riding a bike or wheeled toy.
9. Only park in the car park for Bullfrog Children drop off and collection.

Children will learn and practise passenger safety, pedestrian safety, and safe play behaviours through guided play and discussion.

Roles and Responsibilities

Roles	Responsibility
Approved Provider	• Ensure the Service promotes road safety education in line with regulatory requirements and best practice. • Support access to appropriate resources and professional development. • Ensure this policy is implemented effectively across the Service.
Nominated Supervisor	• Provide road safety professional development opportunities for educators. • Support educators in implementing road safety learning experiences. • Ensure road safety practices are embedded in the educational program.

	• Ensure compliance with Service policies and procedures.
Educators	• Use planned and spontaneous learning experiences to promote key road safety messages. • Utilise relevant, up-to-date road safety information and resources. • Recognise that children are dependent on adults for safe behaviour in road environments. • Support children to practise passenger safety, pedestrian safety, and safe play through play-based learning. • Educate families and the community about children's road safety issues and safe practices.
Families	• Receive road safety information from the Service. • Be encouraged to contribute ideas and feedback about road safety practices. • Always hold their child's hand in car parks and pathways. • Ensure children use appropriate, legal child restraints and wear seatbelts correctly. • Ensure children wear helmets when riding bikes, e-bikes, scooters or wheeled toys. • Encourage children to use the "Safety Door". • Supervise children and ensure they play in safe areas.
Children	• Participate in road safety learning experiences. • Develop and practise safe road use behaviours. • Engage in play that supports understanding of passenger safety, pedestrian safety, and safe play.

Bullfrog Children's Centre

CHILD ARRIVAL AND DEPARTURE POLICY

Transportation

Implementation

Bullfrog Children's Centre is committed to ensuring the safe arrival and departure of all children attending the Service. As the Service does not transport children, safety procedures focus on supervision, authorised collection, attendance recording, and secure handover processes in accordance with the **Education and Care Services National Law (NSW)** and **Education and Care Services National Regulations 2011**.

The Service will ensure children are only released to authorised persons and that attendance records are accurate at all times to maintain compliance with supervision requirements and educator-to-child ratios.

Roles and Responsibilities

Roles	Responsibility
Approved Provider	• Ensure the Service complies with the **Education and Care Services National Law (NSW)** and **National Regulations**. • Ensure appropriate policies and procedures are developed, implemented, and reviewed (Regulation 168). • Ensure systems are in place for accurate attendance recording and authorised collection. • Ensure staff are aware of and comply with any court orders provided to the Service.
Nominated Supervisor	• Ensure children are adequately supervised at all times (National Law Section 167). • Ensure children do not leave the premises except in accordance with Regulation 99. • Oversee accurate attendance records and compliance with supervision requirements. • Ensure educators follow collection procedures and maintain secure handover practices. • Ensure authorised nominee lists are current and accessible to staff.
Educators	• Maintain accurate sign-in and sign-out records. • Supervise children at all times while on the premises. • Verify authorised collectors and request identification where necessary. • Conduct regular head counts and end-of-day checks. • Follow procedures for refusal of release when required.
Families	• Sign children in and out daily using the approved system. • Provide current authorised nominee details and any court orders. • Inform the Service of changes to collection arrangements. • Ensure children are handed directly to an educator on arrival and collected appropriately at departure. • **Ensure safe transport of their child to and from the Service**, including: • Using appropriate, legal child restraints or booster seats in accordance with NSW road laws. • Ensuring children are correctly restrained at all times in vehicles. • Supervising children in car parks and surrounding areas. • Holding children's hands in parking areas and pathways. • Ensuring safe entry and exit from vehicles.
Children	• Participate in safe arrival and departure routines. • Remain with educators until formally received into care. • Follow instructions during transitions.