

POLICY & PROCEDURAL STATEMENTS

Topic: Early Learning – Delivery and Collection of Children

Policy: Avenue Neighbourhood House @ Eley Inc. (ANH@E) is committed to providing a safe and secure environment for children in their care. ANH@E Early Learning Centre will ensure that all children on arrivals are left in the direct care of a staff member and that no child leaves the service with an unauthorised person as per the child’s enrolment form. Upon arrival at Reception, all visitors to the Early Learning Centre excluding enrolled families and staff must sign in and out in the Visitor’s Book. This is a Department of Education and Training requirement.

Non-enrolled families and/or tradespeople enter the building via the main front door of Avenue Neighbourhood House and proceed to Reception. Reception will notify staff in the Early Learning Centre and a relevant staff member will greet the visitor/s at reception. If required, they will be escorted by the relevant staff member to the Early Learning Centre. At no time will the visitor be left unattended in the Early Learning Centre. This is to ensure we are monitoring all visitors into the Centre.

Each morning and afternoon staff will ensure that arrivals and departures to and from the Centre are not only safe and secure for the children, but also a valuable means of exchanging information. Our staff will endeavour to be available and responsive to parents and children’s needs at these times. Arrivals and departures, and greetings and farewells, are an important part of the child’s routine. Through creating an environment of trust and support, our staff ensure that the transition from home to Centre, and Centre to home, is at all times a pleasant and positive experience for you and your child.

Relevant Legislation and Standards:

- Education and Care Services National Regulations 99
- Education and Care Services National Regulations 168
- National Quality Standard 2

Arrivals Procedure:

For arrivals we ask that parents/guardians or your nominated representative

- accompany the child into the Centre.
- ensure that the attendance folder is signed on arrival. The folder is located in the entrance area of the Early Learning Centre.
- leave your child in the direct care of a staff member.
- feel welcome to spend time with your child upon arrival to the centre.
- exchange information regarding your child’s night if relevant, and any other pertinent information that will assist staff in the care and education of your child.
- keep goodbyes brief for children, and notify staff if your child’s arrival time is going to be varied dramatically at any time.

Departures Procedure:

For departures we ask that parents/guardians or your nominated representative

- inform staff that you are taking your child home and sign out the child in the attendance folder located in the entrance area of the Early Learning Centre.
- staff will communicate with you on your child's day and inform you of any pertinent information.

In addition to the above procedures we wish to draw your attention to the following:

- Only nominated person/s listed on your child's enrolment form will be authorized to collect your child from the Centre.
- If a person other than those nominated on the enrolment form is collecting your child, please notify staff of the name and address of that person. That person must be over the age of 18 and provide identification on arrival e.g Driver's Licence.
- Children will not be allowed to leave the building with an unauthorised person.
- Legal custody and access arrangements must be recorded on your child's enrolment form at the time of enrolment with a photocopy of the court orders attached in order for the Centre to comply with legal arrangements.

This policy was created in June 2017 and will be reviewed again in June 2019.

This policy will be reviewed bi-annually unless there are any regulatory or legislative requirements and/or any feedback from staff, parents and the community.