

## 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 arrival are left in the direct care of an early learning educator and that each child leaves the service with their authorised nominee named in that child’s enrolment record. 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 Victoria requirement.

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

Each morning and afternoon early learning educators 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, 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 always a pleasant and positive experience for the family and the child.

**Background:** The Children’s Services Regulations 2020 requires early childhood education and care services to have a policy and procedure on the delivery of children to, and collection from the Centre.

### Relevant Legislation and Standards:

- Children’s Services Regulations 2020 (Vic), regulation 68.
- Education and Care Services National Regulations 99.
- Education and Care Services National Regulations 168.
- National Quality Standard 2.

### Attendance Record

An attendance record will be kept by the Centre with details as specified in the *Children’s Services Regulations 2020*, regulation 107. The Attendance Record will include:

- The full name of each child attending the Centre.
- A record of the time each child arrives and departs.

- Full name of the person who delivered the child to the Centre
- Name of the person who will collect the child from the Centre.

If the person delivering or collecting the child does not sign the attendance record, a staff member may sign in their place (regulation 107(ii)).

The attendance record provides confirmation that a child has been left in the care of the Centre, is being cared for and/or educated by the Centre or has been collected from the Centre.

An accurate record of child attendance is critical to ensure that there is a record of the children being cared for and/or educated by the service and that the correct child/staff ratios are being met by the Centre. It is important for staff members to regularly check the number of children recorded in the attendance record to ensure that it is an accurate record at all times.

Staff members must be aware that a duty of care exists at all times the child is in the care of the Centre. The duty of care also exists when the child is given into the care of the service and released from the service into the care of another person.

### **Arrivals Procedure**

For arrivals parents/guardians or the authorised nominee must:

- Accompany the child into the Centre.
- Ensure the attendance folder is signed on arrival. The folder is located in the entrance area of the Early Learning Centre.
- Leave the child in the direct care of a staff member.

Parents/Guardians or the authorised nominee can:

- Feel welcome to spend time with their child upon arrival to the Centre.
- Exchange information regarding their child's night if relevant, and any other pertinent information that will assist staff in the care and education of their child.
- Keep 'goodbyes' brief for children.

### **Departures Procedure**

For departures we ask that parents/guardians or the authorised nominee must:

- Inform staff that they are taking their 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 parents/guardians on the child's attendance days and inform them of any pertinent information.

### **In addition to the above**

- The person delivering and/or collecting the child from the Early Learning Centre (who is not the legal parent or guardian) must be the authorised nominee listed on the child's enrolment form. The authorised nominee must be over the age of 18 years and show photo identification.
- Children will not be allowed to leave the building with an unauthorised person.

- If the nominated person on the attendance record to collect the child needs to be updated, the centre will need to be notified of this change by phone call or in writing (email) before the time the child is due to be collected.
- A person attempting to collect a child who is not the nominated person on the attendance record will be refused until:
  - Verbal or written (email) permission is provided by the nominated person on the attendance record, and
  - Photo Identification is presented to staff
- Court and parenting orders must be provided to the centre at the time of enrolment or when the orders are issued. It is the parent/guardian responsibility to provide current orders to the centre. A copy of the court orders will be kept with the child’s enrolment and the Centre will comply with legal arrangements.

**Related ANH@E Policies**

- Early Learning – Enrolment

<b>Status</b>	Current
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<b>Enquiries</b>	9808 2000