

# **ARRIVALS, DEPARTURES AND ACCESS TO THE CENTRE POLICY**



## **POLICY STATEMENT**

This policy sets out Reid Early Childhood Centre's (RECC) approach to the duty of care regarding access to the Centre. This policy clearly outlines RECC requirements for collecting a child from the Centre and is a requirement of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011 [Regulation 168(2)(f)]. This policy also clearly outlines the acceptance and refusal of authorisations related to the collection of a child as required by Regulation 168(2)(m).

RECC takes the arrival and departure of children and visitors to the Centre seriously. This policy addresses practical application of RECC's duty of care to families in relation to arrival and departure from the Centre and visitor access to RECC.

RECC staff and management ensure the Centre is safe for children, families and staff by ensuring all visitors have been authorised by the Director before they attend RECC. All visitors are required to sign the visitor's book on each attendance at RECC.

Families are responsible for the safety of children on their way to and from the Centre. However, children are supervised within RECC premises and are given guidance on safety and environmental awareness through classroom programs. These programs include observing their surroundings and listening to instructions, which families are encouraged to also model and apply on arrival and departure from the Centre.

## **IMPLEMENTATION**

### **Access to the centre**

- Only staff and families who have a legitimate reason to access the Centre shall be given the access code for the front door. This shall be done on commencement of employment, enrolment, or after a change of the access code. The access code for the front door will be changed as required and after written notification to RECC families and staff.
- Only the Nominated Supervisor or Certified Supervisors shall be authorised to lock and unlock the Centre. The Nominated Supervisor or a Certified Supervisor (senior staff member with the necessary certification) shall be present at RECC at all times during hours of operation.
- Certified Supervisors each have a key to the Centre and an individual PIN to set the alarm system.
- All visitors to RECC shall be authorised by the Director prior to their visit.

Reviewed and updated in October 2013 with approval from RECC Management Committee

## Arrivals, Departures and Access to the Centre Policy

- All visitors to RECC are required to sign the visitor's book on entry and departure.
- Families who wish to visit RECC for orientation must book an appointment with the Director.
- Families who wish to visit their child/ren during the day must advise the Room Leader and sign the visitor's book on each visit. Please refer to 'Access to children' section.
- Visitors may attend RECC as part of the children's educational programs. These visitors need authorisation from the Director (usually on booking) and will sign in and out of the visitor's book on each visit.
- Visitors are escorted at all times by a staff member whilst on RECC premises. Access is limited to areas of the Centre appropriate to the visit. As such, access to rest areas, change facilities and secure locations within the premises are restricted.
- Staff members and/or the Director reserve the right to ask a visitor to leave if their behaviour or language is inappropriate. RECC respectfully request that all visitors model positive behaviours and language in the child care environment with reference to the *Behaviour Guidance and Management Policy*.

Families must record the arrival and departure of each child every day on the sign-in sheets in the foyer. This is a requirement of Regulation 158 of the Education and Care Services Regulation 2011 under the Education and Care Services (ACT) Act 2011. Families need to note the time of arrival and departure and sign for each instance. This allows staff to quickly identify which children are in the Centre at any given time. The sign-in sheets are also used for parents claiming childcare benefits from the Government.

If a family inadvertently forgets to sign their child/ren in on arrival, they should endeavour to phone RECC as soon as they realise so this can be noted on the appropriate sign in sheet. The family is required to update this when next at the Centre, such as collecting their child/ren later that day.

The staff and/or Director will identify any children absent each day and families are asked to ensure these details are correct. The sign in sheets are reviewed by the Director on a regular basis and any incomplete entries (for example, the child/ren attended RECC but were not signed in/out) are highlighted for families to complete. Reminders of the proper practices are promoted in the RECC newsletter several times through the year.

### Access to children

- RECC provides extra-curricula programs for the children such as dancing, music, and literacy. The Director must authorise the access of each individual who attends RECC to provide programs prior to them beginning the program.
- Parents/Guardians are allowed to visit RECC at any time, subject to the conditions specified in the 'access to the centre' section of this policy. It is preferred that parents/guardians restrict their visits to times when they will have least impact, e.g. outside sleeping and meal times.
- Parents/Guardians may request that others such as grandparents be allowed to visit their child at the Centre if the visit is part of the room's program. However, permission must be sought from the Director and Room Leader prior to the planned visit.

Reviewed and updated in October 2013 with approval from RECC Management Committee

## Arrivals, Departures and Access to the Centre Policy

- People attending the Centre unannounced may be denied access.

### Collection of children

The collection of children from the Centre complies with Regulation 99 of the Education and Care Services Regulation 2011 under the Education and Care Services (ACT) Act 2011.

- Collection of children is restricted to the child's parents, their legal Guardian or a person authorised by them on the child/ren's enrolment forms.
- Parents and legal guardians may choose to allow others to pick-up their child/ren. However, these people must be listed on the child's enrolment form.
- Written permission from the child's parent/legal guardian must be given to the Centre in order for someone not on the enrolment form to collect a child from RECC. This person will be required to show photographic identification (such as a Drivers Licence or passport) to the Room Leader before collecting the child.
- Where a person who is not on the enrolment form attempts to collect a child without written authorisation from the parent/legal guardian, the Director or Room Leader will attempt to contact the parent/guardian to obtain a one-off verbal authorisation. The verbal authorisation may include questions to satisfy the staff member that the person is who the family authorises. It is preferred that parents/guardians make changes in arrangements in advance and provide RECC with written authorisation, even for a day. If a parent/legal guardian is not available to give permission, the child shall not leave the Centre.
- The only exception to these arrangements is when a child is taken on an excursion with prior authorisation or if the child is given into the care of a person or taken outside the premises because of medical, hospital or ambulance care/treatment, or because of another emergency.
- In accordance with Regulation 168(2)(m) of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011, RECC reserves the right to refuse a person authorised to collect a child from leaving with that child if they believe that the authorised person attempting to collect the child poses a risk to the immediate health, safety or wellbeing of that child, or whose behaviour or state of mind make it inappropriate for him or her to be on the premises. An example of this would be if the authorised person arriving to collect a child appears to be under the influence of drugs or alcohol. In the event that this occurs, the Centre Director or nominated responsible person in charge will:
  - make the decision to refuse the authorisation to collect a child;
  - attempt to explain the decision to the authorised person and provide them with a copy of this policy;
  - contact another authorised person on the child's enrolment record to come and collect the child; and
  - notify the President of the management committee as soon as practical.

### **RELATED POLICIES:**

Behaviour Guidance and Management Policy

Excursions Policy

Evacuation and Emergency Procedures Policy

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## Arrivals, Departures and Access to the Centre Policy

Illness Policy

Lockdown Policy

Medical Conditions Policy

Partnership with Families Policy

Privacy Policy

Safe Environment Policy

Sleep and Rest Policy

### **SOURCES:**

Education and Care Services National Law (ACT) Act 2011

Education and Care Services National Regulations 2011