

Early Learning Centre Access Policy for Parents and Carers

1. Purpose and Objectives

The primary objective of this Policy is to ensure the safety and wellbeing of children attending Canterbury Early Learning Centre (the ELC) while maintaining a secure environment. Access to the ELC premises is restricted to parents and carers registered as such with the ELC, with stringent measures in place to safeguard the children in our care. This document also provides guidelines for managing electronic access control at the ELC.

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Parents / Carers	Those persons who are recorded as the parent or carer of a student in the Enrolment Contract

3. Policy Scope/Coverage

This Policy applies to all parents, carers and students of the ELC as well as the ELC staff monitoring the access to the centre.

4. Policy statement

By adhering to this Policy, we aim to create a secure environment for our young learners while providing peace of mind to parents and carers. Your cooperation in implementing these measures is crucial for the overall safety and wellbeing of the children at our Early Learning Centre.

The College provides two different options to parents / carers to enable their access to the ELC by using either:

- A mobile application, JustIn App, on their personal mobile phone;
- A college-issued electronic key (FOB).

The procedures regarding each of these options are set out below and it is the responsibility of the parent / carer to follow the correct procedure for their chosen option.

5. Guidelines/Procedure/Process: JustIn App

5.1 JustIn App

- 5.1.1 Digital access to the ELC is managed through the JustIn App by SALTO, which can be downloaded from the Apple App Store or Google Play Store.
- 5.1.2 Only registered parents and carers are authorised to enter the ELC premises using the JustIn App and access will be granted based on the information provided during the enrolment process. The ELC, however, reserves its right

to request for proof of identity in addition to the use of the JustIn App at collection.

- 5.1.3 Where a registered parent or carer arranges for someone else to collect their child, the parent or carer must provide written consent to the ELC prior to the collection. The ELC staff members will:
- confirm the name of the person and the name of the child they are collecting,
 - provide the person with manual access to the ELC on arrival, and
 - verify the identity of the person collecting the child on their arrival by:
 - sighting the person's photo identity,
 - making a photocopy of the photo identity (back and front in case of a driver's licence) to upload to the child's file.
- 5.1.4 A child will not be released to the collecting person without verification of the latter's identity.

5.2 Identification Verification:

- 5.2.1 If electronic access is not functioning, or the mobile phone app has not been downloaded, the affected registered parents and carers must present a valid photo ID for verification. The ID details must match the information provided to the Enrolment Department.
- 5.2.2 The JustIn App and SALTO keypad are only to be accessed by registered parents and/or carers; children must not access either of these for security and safety purposes. Parents / carers are not permitted to allow others, regardless of whether they are known to them, into the ELC, as this constitutes a security breach.
- 5.2.3 The Canterbury College IT Department is responsible for granting database access to parents and carers for ELC door entry and smart mobile phones are crucial for setting up access.
- 5.2.4 Mobile numbers are unique to each parent / carer, and access will only be allowed to those whose numbers are registered with the College.
- 5.2.5 Any updates including but not limited to parenting orders, access arrangements or change of telephone numbers must be communicated in writing to the ELC Administration.

5.3 Loss of Mobile:

- 5.3.1 In the event of a lost phone, the ELC Administration must be notified immediately.
- 5.3.2 Prompt communication of any theft or loss is essential for maintaining a secure environment within the ELC.
- 5.3.3 The Canterbury IT Department will deactivate access for any reported missing or lost mobile phones immediately upon receiving notification from the ELC Administration.

5.4 Deactivation:

- 5.4.1 Parents / carers concluding their enrolment contracts throughout the year will have their mobile numbers deactivated in the College database. Any termination of enrolment contracts must be immediately communicated to the ELC Administration, who will inform the necessary College stakeholders.

5.4.2 All numbers will be deactivated and access to the ELC will be removed at the end of each year. Only those parents / carers with students returning to the ELC the following year, will have their numbers reactivated on the system.

5.5 Non-Compliance Consequences:

5.5.1 Any breach of this Policy may result in the termination of mobile phone access and other restrictions imposed by the Head of Early Learning.

5.5.2 Updates or changes to the Policy will be communicated promptly through official channels.

6. Guidelines/Procedure/Process: FOB

6.1 Obtaining a FOB

6.1.1 To obtain a FOB, parents and carers must present a valid photo ID to verify their details. The information provided must match the information held by the Enrolment Department.

6.1.2 One FOB will be allocated per parent/carer and may only be used by parents and carers who are authorised in line with the student's enrolment contract.

6.1.3 The parent / carer receiving the FOB will be required to complete an acknowledgement.

6.1.4 The ELC reserves the right to request identification prior to releasing a student to any individual.

6.1.5 The ELC is pleased to offer the first issue of the FOB to parents / carers, completely free of charge.

6.2 Loss of FOB

6.2.1 The Parent /Carer FOB holders must immediately advise ELC Administration of any theft or loss of FOBS.

6.2.2 Prompt communication of any theft or loss of FOBs will contribute to maintaining a secure environment within the ELC. Parents / Carers are requested to prioritise this communication.

6.3 Deactivation of FOB

6.3.1 The ELC will notify the IT Department, which will promptly deactivate any reported missing or lost FOBs.

6.3.2 Parents / carers who are concluding their enrolment contracts will have their FOBs deactivated and are required to return the FOB. A failure to do so will result in a charge of a fee for non-return.

6.3.3 The ELC will immediately notify the IT Department of any termination of enrolment contract.

6.4 Cost of replacement of FOB.

6.4.1 The Parent / Carer will incur a replacement cost as decided by Executive where a FOB is reported missing or lost.

6.4.2 The fee will only be payable where the parent / carer is issued with a third FOB. To clarify, the first two FOBs, being the initial issue FOB and the first replacement FOB, will be covered by Canterbury College.

6.5 Non-Compliance Consequences

- 6.5.1 Any breach of this access policy may result in termination of FOB-based access and other restrictions may be imposed by Head of Early Learning.
- 6.5.2 Any updates or changes to the Policy will be communicated promptly through official channels.

7. Review:

This Policy will be reviewed every three years to ensure its effectiveness; alternatively, as required to meet evolving security needs.

Version Number:	v2.02024
Policy Library:	ELC
Responsible Officer	Director of Business and Finance
Approval Authority:	Principal
Last Approval Date:	September 2024
Review Date:	September 2027
Related Policies/Procedures:	Canterbury College Code of Conduct, Protecting Children in Anglican Education Policy, Guidelines and Procedures Canterbury College Child and Young Person Risk Management Strategy
Acknowledgements:	Working with Children (Risk Management and Screening) Act 2000; Education (Queensland College of Teachers) Act 2005.