



Excessive Crying and Emotional Well-Being Policy and Procedure

Updated 24th Jul 2026



Our centres are committed to supporting each child's emotional well-being by providing a safe, nurturing, and responsive environment. We recognize that it is normal for some children to experience periods of distress, particularly during gradual entry or when adjusting to a new routine. Our educators will use a variety of developmentally appropriate strategies to comfort, reassure, and support children who are upset.

Procedure for all Sunny Town Learn and Play Childcare Centres

If a child experiences prolonged or excessive crying during gradual entry or at any time while attending the centre, staff will:

- 🌈 make every reasonable effort to comfort and console the child. This may include providing:
 - one-on-one support, offering familiar comfort items (where appropriate),
 - redirecting the child to engaging activities, and
 - using other responsive caregiving strategies.

If, despite these efforts, a child continues to cry continuously for more than **20 minutes**, and staff determine that the child is unable to be comforted or participate in the program, the child's parent(s)/guardian(s) will be contacted and asked to pick up their child. This decision is made in the best interest of the child's emotional well-being and to ensure that they receive the support they need.

Each situation will be assessed individually, taking into consideration the child's age, developmental stage, and circumstances. Staff will communicate with families regarding the child's experience and work collaboratively to develop strategies that support a successful transition and positive attendance at the centre.

This policy is intended to establish clear expectations for families while ensuring that the emotional health, safety, and well-being of every child remain our highest priority.