



Late Collection Policy and Procedures

Late Collection

Children are not be left in the centre after closing time as the centre is licensed to operate within specific times only.

Children and staff become distressed if a parent/guardian fails to collect their child by closing time. The late collection policy is designed to protect the interests of both staff and children and to ensure that emergency procedures are in place for alternative care.

Parents/guardians are not permitted to leave children in the centre after the centre has closed. Parents/guardians are required to collect their child allowing sufficient time to collect children's items and vacate the building by closing time.

In the event of emergency parents are required to inform the centre of their late arrival and to organise for the emergency contact to collect their child. The centre will, at all times, attempt to protect the interests of the child and to avoid trauma for the child.

If parents are late to collect their child, staff will:

- Attempt to contact the parents/guardians
- Attempt to contact the emergency contact
- Complete details of late collection and the exact time of departure.

If staff are unable to contact either the parents/guardians or the emergency contact, staff will:

- Contact and inform the Director or person-in charge.
- If there has been no contact within 45 minutes of closing time Child Protection Emergency Service will be called and asked to assist in providing alternative care for the child.

A late fee will apply to parents/guardians if arrival at the centre is past the closing time. Fees are as follows:

- \$25 for the first 15 minutes or part there of
- \$2.00 for every minute following

Child Care Subsidy is not paid on this fee. This charge is designed to act as a disincentive to parents/guardians and to assist in ensuring that staff are not detained after their shift has finished.

The Director or Nominated Supervisor placed in day to day charge will take responsibility for implementation of these procedures.



Late Collection Action Plan

TIME	ACTION
5 minutes before closing time	Telephone: <ul style="list-style-type: none">• Parents/Guardians/Emergency contacts
Closing time	Telephone: <ul style="list-style-type: none">• Parents/Guardians/Emergency contacts
45 minutes after closing time (where no contact has been made with parents/Guardians / Emergency contacts)	<ul style="list-style-type: none">• Contact Director/Managing Director.• Contact child protection agency/regulatory authority, as agreed previously with the appropriate agency/authority.• If unable to remain with child/children at the service contact Director/Managing Director who may be able to relieve you.• Contact local Police to advise and request assistance. This could be checking for car accidents or to seek attendance at the residential home.• Continue at intervals to contact:<ul style="list-style-type: none">➢ Parents/Guardians/Emergency Contacts➢ Child protection agency/regulatory authority in accordance with agreed Action Plan <p>For each contact, note who was spoken to and the time.</p>
On collection of child	<ul style="list-style-type: none">• Late Collection of Child Notification form to be signed by Parent/Guardian.• Contact those people contacted above to advise that the child has been collected i.e.<ul style="list-style-type: none">➢ Director/Managing Director,➢ Child protection agency/regulatory authority,➢ Local police. <p>For each contact, note who was spoken to and the time.</p>

BREACH OF THIS POLICY

Any educator or staff found to have violated this policy may be subject to disciplinary action.

Version 5	Endorsed By: CoM	Approved Date: 2010	Reviewed, April 2020
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Late Collection Form

Date: _____

Time child collected: _____
(The time will be taken from Acacia's centre clock.)

I _____ acknowledge that I have picked my child
(parent/ guardian/ authorised person's name)

up at _____ p.m. and will be charged a late fee of \$ _____

Signed:

Parent/guardian/authorised person: _____

Educator/Staff _____

Charges are as per the Acacia late collection fees.

- \$25 per child for the first 15 minutes or part there of
- \$2.00 for every minute following

\$ _____ between ____:____ pm and ____:____ pm