

LATE COLLECTION OF CHILDREN POLICY

Purpose: To ensure that the children at the centre are collected at the appropriate time.

Aims:

1. To prevent the children from becoming distressed at not being collected at the given time.
2. To ensure that staff ratios for the care of children are not exceeded due to the late collection of children.
3. To prevent any confusion with parents regarding late fees by having a clear policy.

Procedure: The following steps are to be followed by staff when the parents are late in collecting a child:-

1. Continually reassure the child and keep them involved in an activity.
2. After 15 minutes have elapsed try to contact parent/s to see if there is a problem in collecting the child. Ask parent for an estimated time of arrival.
3. After 20 minutes if parent/s are not able to be contacted then try emergency contact number for the child.
4. After ½ an hour, a staff member must contact the Centre's director if not on the premises, as well as the Approved Provider.
5. After one hour, if staff have been unable to contact parents or emergency contact, then re-contact the Approved Provider and/or the General Manager and advise them that you are going to call the police.
6. After 1¼ hours, ring the police.
7. Police will try and contact child's parents or carers. If they suspect that the child is at risk of harm they will make a report to the Child Protection Helpline. If necessary the helpline will initiate an afterhours response.

Late Fee: \$1.00 per minute for the first three times.
\$5.00 per minute for following events.

Late Fees should be paid in cash when parent arrives. Staff are asked to judge the situation and use discretion when parents are late.

Dated: October 2020