




Late Pick Up of Children

Council Early Years Services

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| Policy Number: | D18-251400 | Directorate: | Community Services |
| Approval by: | Manager Family and Children's Services | Responsible Officer: | Policy, Learning and Quality Team Leader |
| Approval Date: | September 2018 | Version Number: | 1. |
| Review Date: | 3 Years from Approval Date | Service Type |    |

1. Purpose

This procedure provides guidance to families utilising Council Long Day Care, Occasional Care (Child Care Services) and Sessional Preschool Services in relation to their rights and responsibilities regarding:

- Late Collection of Children

2. Procedure

Council Early Years Services are able to charge families a late fee for children who are not collected by the booked pick up time, prescribed preschool session or the closure of the centre.

2.1 Late pick up of children

When an exceptional circumstance occurs families are to follow the below steps in the event that you will not be collecting your child/ren at the nominated time.

- Make contact with the centre if you are going to be unavoidably late;
- Make alternate arrangements for your children to be collected on time by an authorised person in the event of your delay.

Council Early Years Services reserves the right to implement a late collection charge when parents or authorised nominees are late in collecting a child/ren from the service.

2.2 Late Collection Charges

Sessional Preschool and Long Day Care:

At the conclusion of the booked pick up time or session, the charge is \$15 per 15 minutes (or part thereof).

Occasional Care:

At the conclusion of the booked pick up time, the family will be charged for a further half hour booking.

2.3 When children are not collected

- Educators/staff will attempt to make telephone contact with parents from 15 minutes after the booked pick up time, prescribed preschool session or the closure of the centre.
- If no contact can be made after 15 minutes, educators/staff will attempt to contact the persons on the enrolment form who are authorised to collect their children.
- If neither parents or authorised persons to collect can be contacted 30 minutes after the booked pick up time, prescribed preschool session or the closure of the centre, staff will contact a Team Leader for further advice; and
- If there is no contact made after 30 minutes after the booked pick up time, prescribed preschool session or the closure of the centre, pending advice the educator/staff will contact the local police station regarding collection of the children.

3. References

3.1 Community & Council Plan 2017-2021

- We have confidence in decision making

3.2 Relevant Legislation

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard, including Quality Area 7: Governance and Leadership

3.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.

3.4 Related Council Policies & Procedures

- Nil







3.5 Related Council Early Years Services Policy and Procedures

All Team Leaders, educators and staff working for Knox City Council Early Years Services are required to read and understand all Knox City Council Early Years Policies and Procedures.

We strongly recommend all families enrolling in Knox City Council Early Years Services read the Knox City Council Early Years Services Policies and Procedures

- Funded Preschool Policy
- Preschool Payment of Fees Procedure
- Family Child Care Network Payment of Fees Procedure

4. Definitions

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| Council | means Knox City Council, whether constituted before or after the commencement of this Policy. | | |
| Approved Provider | means someone with management or control that will operate the education and care service; this can be an individual, an organisation or a company. | | |
| Educator | means staff employed to care and educate children enrolled in the Early Years Service. This may include but is not limited to an Approved Provider, Responsible Person, Nominated Supervisor Person In Day-to-Day Charge and Educational Leader. | | |
| Late Collections Charge | means a charge that may be imposed by the Approved Provider when parents are late to collect their child/ren from the program. | | |
| Parent | The term 'parent' includes a child's legal guardian. It does not include a parent who is prohibited by a court order from having contact with the child. | | |
| Staff | refers to staff inclusive of but not limited to, Maternal Child Health Nurses, Mental Health Nurses, Parenting Support Workers, Maternal Child Health Students, Supported Playgroup Facilitators, Early Years Consultants, Cooks, and Program Support Officers. | | |
| Early Years Services: refers to Preschool, Long Day Care, Occasional Care, Maternal & Child Health, Playgroup and Additional Services unless otherwise specified. |  4 Yr old Sessional Preschool |  Long Day Care |  Occasional Care |
| |  Maternal & Child Health |  Playgroup | |
| |  Additional Services (Enhanced MCH, Parenting Centre, Breastfeeding Support, Early Years Consultants) | | |

5. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this procedure. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.