



## Late Pick Up of Children Policy

2016

### Rationale

Sometimes unexpected circumstances arise and families are unable to collect their children on time. In these instances it is important for families to communicate their situation with the Centre so that we can ensure the wellbeing of both children and staff is being accommodated. There are no staff employed on site after 4:00pm. Late collections of children pose a problem for the child and educator wellbeing, educator industrial entitlements and the preschool budget, as educators need to be paid for time they stay back or have time off later to make up for additional time worked.

### What You Can Expect

- Children who are not collected on time will be supervised by a minimum of 2 staff
- Staff will attend to their personal care needs as required
- Staff will support children's emotional needs during this time if necessary
- Staff will respond to all family situations with empathy and respect
- Privacy and confidentiality will be adhered to as per the enrolment form
- If the circumstances require staff will adhere to their mandated notification obligations

### What We Expect

- Families to make every effort possible to collect their children by or at 3:45pm
- Families to ring and notify the Centre if they are running late
- Families to provide sufficient contact information for the Centre to make contact if children are not collected on time, including emergency contacts
- Any late fees incurred to be paid promptly or discussed with the director

### Process

1. Families will receive one warning before a fee is charged for late pick-ups.
2. Families who ring the Centre and notify of their lateness will not be charged for one off lateness.
3. Families who are consistently late once or more per fortnight (1 in 4 sessions) will be charged a fee regardless of notification.
4. Lateness is defined as more than 2 minutes after 3:45pm to allow for clock discrepancies or parking difficulties.
5. **Families will be charged \$5:00 per 5 minute interval after 3:45 or part thereof.**
6. The Centre will make every attempt to contact families who have not collected their child on time, including emergency contacts, beginning between 3:50 and 3:55pm depending on staff availability.
7. If contact is not able to be made with a family by 4pm despite staff efforts, the Centre director will contact our regional office and notify the education director who will advise us how to proceed. If a family continues to be unreachable police may be notified.

Next Review	Last revision description
May 2017	Rationale, expectations, process.

