



LOCKLEYS NORTH OUT OF SCHOOL HOURS CARE PROGRAM
providing care for kids and service to families

4C. LATE COLLECTION POLICY

- Parents who are unable to collect their child before close of service (6pm) must advise the service of their lateness and expected time of arrival. A parent is regarded as being late when they arrive to collect their child 5 minutes after closing time.
- If a parent is unable to collect their child before closing time, they should arrange for another adult to collect the child and advise the service of this arrangement, if other than an authorised person on the enrolment form. This advice should be in writing if at all possible.
- If the parent has not contacted the service and the child has not been collected 5 minutes after the closing time, the service will attempt to telephone the parent or the emergency contacts to arrange for the child's immediate collection.
- If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time, Crisis Care or the local police may be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.
- When a parent is continually arriving late at the service to collect their child, the director will discuss other Out of School Hours Care options with the parent.

Late Collection Service Fee

NQS- The Nationals Quality Standard allows our service to adopt approaches that are most appropriate to children being educated and cared for at our service

When children are not collected by 6.05pm, a late collection service fee of \$15.00 will apply. In this circumstance parents/carers will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace.

Late Collection Fee	After hours	Fee
When children are not collected by 6.05pm, a late service fee of \$15.00 will apply. In this circumstance parents/carers will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace. Should Children not be collected by 6.30pm, Crisis Care or the police may be contacted to collect your child/ren.	6.05pm	\$15.00
	After 6.05pm	2 x additional fees at 1.5hr rate.

QA 6	6.1.1	There is an effective enrolment and orientation process for families
	6.1.3	Current information about the service is available to families
	6.2.2	Current information is available to families about community services and resources to support parenting and family wellbeing
QA7	7.3	Administrative systems enable the effective management of a quality service
	7.3.1	Records and information are stored appropriately to ensure confidentiality are available from the service and are maintained in accordance with legislative requirements

	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
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National Regulations

Reg	157	Access for Parents
160		Children's enrolment records to be kept by Approved Provider
161		Authorisations to be kept in enrolment record
168		Education and care service must have policies and procedures
170		Policies and procedures to be followed
181		Confidentiality of records kept by Approval Provider
183		Storage of records after Service approval transferred

My Time, Our Place

LO 1	Children feel safe, secure and supported
LO 3	Children become strong in their social and emotional wellbeing
LO 5	Children interact verbally and non-verbally with others for a range of purposes

Related Policy

1. Mission Statement, Philosophy, Children's Vision Statement, Parents Vision Statement, Hours of Operation, OSHC Program
2. Access to Service Policy
 - 2A. Enrolment Policy
 - 2B. Booking Policy
- 3A. Financial Management Policy
- 3B. Records Policy
4. Fee Policy
 - 4A. Cancellation Policy
 - 4B. Outstanding Debt Policy
- 2I. Confidentially Policy

Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: August 2015

Date reviewed: September 2016