

Parent/Guardian late collection of children – and fee policy

Aim

To ensure parents and guardians understand the implications of late collection of children. Children and parents/guardians must leave the Centre at 5.45pm, not later.

Parents must collect their children prior to Centre close, allowing enough time for sign-in/sign-out etc. Parents should note that advising parents of collecting their children late is a difficult and awkward responsibility for staff, particularly when the staff are often personally inconvenienced.

Parents are to be requested not to take enforcement of this policy personally.

Implementation

The following guidelines must be adhered to.

- Staff who are kept waiting after 5.45pm are to attempt to contact Parent/Guardians and Emergency Contacts as listed on the enrolment form.
- Late-shift staff are to fill in the Late Collection notice for every occasion where a parent arrives after 5.45pm (or leaves after 5.45pm) and ensure the Parent/Guardian sign the notice.
- Late-shift staff are to give the notice to the front-desk, and notify the Director/Admin Manager of any Parent who is on the premises for any period beyond closing time on the next working day.
- After noticing late pick-ups, or a pattern where Parent/Guardians are frequently arriving at or around 5.45pm, and therefore not leaving until 5.45pm or later, the Director/Admin Manager will advise the Parent/Guardian directly via e-mail as a reminder of this policy.
- After one occurrence (of arriving more than 5 minutes late), the issue will be advised again directly with the Parent/Guardian formally by the Director, and the Parent/Guardian will be made aware of the inconvenience associated with late collection and provided with a copy of this Policy.
- After two occurrences (of any periods of time after 5.45pm), the Director will again raise this policy directly with the Parent/Guardian, and advise the Parent/Guardian of the costs associated with late collection. The Director will charge the Parent/Guardian the late collection fee (as outlined below) from this period onwards and all occasions where the parent fails to leave the Centre premises by 5.45pm.
- If continued late pick-ups occur the Director will write formally to the Parent/Guardian to review continued enrolment.
- Please note: That **ANY LATE COLLECTION PAST 6.00pm** will immediately result in charging the Late Collection Fee (as outlined below) from the first occasion without any warnings provided.

Late Collection Fees

The late fee is \$2.00 per minute, with a minimum fee of \$20.00, is charged after the Centre closing time to offset staff overtime costs.

Legislative Requirements

- Education and Care Services National Law and Regulations (ACT) 20112004,
- Work Health and Safety Regulations 2011

Who is affected by this policy?

- Children and Families, Staff and Management

- Management and Employees
- Interested Parties (including Families, ACT Children's Services and Regulatory Unit, NQF etc)