

## ATTACHMENT 4

### Procedures for the late collection of children

#### Scenario 1: The service has been notified of the late collection

Where a parent/guardian or authorised nominee **has** notified the service that they will be late collecting their child, the Nominated Supervisor is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting parents/guardians or the authorised nominee if the child has not been collected by the agreed time, and informing the Approved Provider of the situation
- following the steps listed in scenario 3 (below) if parents/guardians or the authorised nominee do not arrive to collect the child and cannot be contacted.

#### Scenario 2: The service has **not** been notified of the late collection

Where a parent/guardian or authorised nominee is late collecting their child and **has not** notified the service that they will be late, the Nominated Supervisor is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting parents/guardians or the authorised nominee to request collection
- informing the Approved Provider of the situation
- following the steps listed in scenario 3 (below) if the parents/guardians or authorised nominee cannot be contacted.

#### Scenario 3: The child has not been collected and a parent/guardian/authorised nominee is unable to be contacted

Where the parent/guardian or authorised nominee is late collecting their child and is **unable to be contacted**, the Nominated Supervisor is responsible for:

- ensuring that the educator-to-child ratios are maintained at all times children are in attendance at the service
- contacting Child FIRST or the local police if a child has not been collected within a set time period (to be determined by the Shine Bright EYM)
- notifying DET as soon as is practicable
- informing the Approved Provider of the situation.

#### Kindergarten Late Collection Fee

When children are not picked up by the kindergarten session finish time, the Approved Provider may charge a late collection fee. A late collection fee may be charged for each day a child is picked up late. The late collection is charged at \$30 for pick-ups within the first 15 minutes after the kindergarten session finish time, and then \$1 per minute thereafter. The nominated supervisor will be informed of late pick-ups so that the appropriate late fee can be applied. If late fees are applied, an invoice will be sent to you and will be due within two (2) weeks.