



BOURKE AND DISTRICT CHILDREN'S SERVICES

QUALITY AREA 2: CHILDREN'S HEALTH & SAFETY

POLICY NAME: LATE COLLECTION OF CHILDREN

POLICY STATEMENT

Our service is committed to ensuring the safe collection of children from its services and providing financially sustainable Early Childhood Services. We therefore impose a late collection fee if children are collected after our service closure time, to recoup the additional costs incurred due to the late collection of children.

Preschool is licenced to operate from 8:30am to 5:00pm and Childcare is licenced to operate from 7:30am to 6pm. All children will need to be collected from Preschool or Childcare prior to our closing time, to ensure families and educators can use pickup time to give and receive information about the child's day.

Our staff are rostered to reflect our licence and outside of our opening times they are scheduled to attend staff meetings and programming to ensure that the educational program and practice is stimulating and engaging and enhances children's learning and development. In addition to this, staff have commitments outside of the rostered hours that require them to leave work on time. When families are late or do not arrive to collect children, the role of BDCS is to protect the child's feelings of security and self-worth while also ensuring staff safety and welfare.

BACKGROUND

Arrival and departure times are planned to promote a smooth transition between home and our service. The opportunity to build secure, respectful, and reciprocal relationships between children and families is promoted during arrival and departure times where educators have the opportunity to engage in conversations with families and support each child's well-being. There may be many reasons for late collection. In the event that a parent/guardian or authorised nominee fail to collect their child/ren by the service's closing time, it is extremely important that the child/ren are reassured and feel safe.

This policy also aims to support staff in making informed, suitable, and consistent decisions in relation to families in the event that child/ren are not collected on time. The late collection of children should only occur in exceptional circumstances and should not be considered alternative after school care.

OVERALL STRATEGIES / HOW WILL IT BE DONE?

Educators will ensure that the safety, welfare, and wellbeing of all children are maintained in the event of late collection. This includes ensuring that children are reassured. Parent/guardians or authorised nominees are requested to arrive at least 5 minutes prior to closing time, to provide an opportunity to collect the child's belongings and receive any necessary information.

PRESCHOOL CHILDREN - IF A CHILD HAS NOT BEEN COLLECTED BY 5PM, EDUCATORS WILL:

- Attempt to contact the parents/guardians or other authorised nominees. (Earlier attempts may have also been made).
- Leave a voicemail or SMS message on the parents/guardian's phone if they do not answer, to notify them that they need to make contact and collect their child.
- A fee of \$50 every 15 minutes will be charged if the child is still at the Preschool after closing time
- If the child is still at Preschool after 5pm, they may be transferred to the Childcare service. This will only happen if the child is already enrolled at that service and if it can be facilitated within the circumstances. If this happens, a message will be left for the parents/guardians advising that their child has been transferred to the Childcare service, and they will therefore be required to collect their child from there.
- If by 5:30pm neither the parents/guardians or any of the authorised nominees of the child are available or contactable, the service may need to contact the police and other relevant authorities.
- If children are not collected BDCS is obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- If the child is taken to an alternative safe location, for example, the Police Station, a sign will be displayed at the service notifying parents/guardians of the child's whereabouts.

CHILDCARE CHILDREN - IF A CHILD HAS NOT BEEN COLLECTED BY 6PM, EDUCATORS WILL:

- Attempt to contact the parents/guardians or other authorised nominees. (Earlier attempts may have also been made).
- Leave a voicemail or SMS message on the parents/guardian's phone if they do not answer, to notify them that they need to make contact and collect their child.
- A fee of \$50 every 15 minutes will be charged if the child is still at the Childcare after closing time

- If by 6:30pm neither the parents/guardians or any of the authorised nominees of the child are available or contactable, the service may need to contact the police and other relevant authorities.
- If children are not collected BDCS is obligated to contact relevant Child Protection Agencies and notify the Regulatory Authority.
- If the child is taken to an alternative safe location, for example, the Police Station, a sign will be displayed at the service notifying parents/guardians of the child's whereabouts.

ROLES AND RESPONSIBILITIES

THE APPROVED PROVIDER AND NOMINATED SUPERVISORS WILL:

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Ensure educators (including casual staff) receive information and induction training to fulfil their roles effectively, including being made aware of the Late Collection of Children Policy, their responsibilities in implementing it, and any changes that are made over time.
- Ensure students, visitors and volunteers have knowledge of and adhere to this policy.
- Ensure that, if necessary, an Incident, Injury, Trauma, or Illness record is completed (see Incident, Injury, Trauma and Illness Policy).
- Ensure that in the case of a serious incident occurring, the regulatory authority is notified within 24 hours through the via the [NQA-ITS](#).
- Ensure adequate supervision is provided when children arrive and depart the service premises.
- Ensure relevant educator to child ratios are adhered to at all times.
- Ensure accurate attendance records are kept.
- Ensure children only leave the education and care premises in the care of a parent/guardian or authorised person or in accordance with written authorisation.
- Ensure all educators are provided with information regarding the process on how they will verify the identity of an authorised nominee, or a person authorised by the parent or authorised nominee to collect the child, including the process of what to do when an unauthorised person attempts to collect a child (see Acceptance and Refusal of Authorisation Policy).
- Ensure enrolment records are kept for each child enrolled in the Service including the name, address, and contact details of:
 - Any emergency contacts.
 - Any authorised nominee.
 - Any person authorised to give permission to the educator to take the child off the premises.
 - Any person who is authorised to authorise the education and care service to transport the child or arrange transportation.
 - Details of any court order, parenting orders or parenting plan

EDUCATORS WILL:

- Continue to provide adequate supervision to all children at all times (even after service closure time).
- Reassure children, ensure they feel safe and that all of their needs are met.

FAMILIES WILL:

- Ensure that they arrive in time to collect their child from the service (Preschool before 5pm, Childcare before 6pm).
- Notify the service, as soon as possible if they know that their child will be collected late (preferably at least 15 minutes prior to the service closure time).
- Collect their child as soon as possible if collecting after the service closure time or if possible, they should arrange for someone else to collect their child, ensuring that appropriate authorisation is given (see Acceptance and Refusal of Authorisation Policy).
- Sign their child out of the service and sign the late collection form.
- Pay the late collection fee (see Fees Policy).

CONTINUOUS IMPROVEMENT/REFLECTION

Our Late Collection of Children Policy will be reviewed on an annual basis in consultation with children, families, staff, educators, and management.

CHILD SAFE STANDARDS

Standard 1	Child safety is embedded in organisational leadership, governance, and culture
Standard 3	Families and communities are informed and involved
Standard 4	Equity is upheld and diverse needs are taken into account
Standard 5	People working with children are suitable and supported
Standard 7	Staff are equipped with the knowledge, skills, and awareness to keep children safe through continual education and training
Standard 8	Physical and online environments minimise the opportunity for abuse to occur
Standard 10	Policies and procedures document how the organisation is child safe.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

2.1.1	Wellbeing and comfort	Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s needs for sleep, rest, and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	Child Protection	Management, educators, and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW		
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84	Awareness of child protection law
86	Notification to parents of incidents, injury, trauma, and illness
87	Incident, injury, trauma, and illness record
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
102	Authorisations for excursions
102(c)	Conduct of risk assessment for transporting children by education and care service
102(d)	Authorisation for service to transport children
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios- centre-based services
157	Access for parents
158	Children’s attendance record to be kept by approved provider
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
173	Prescribed information to be displayed
176	Time to notify certain information to Regulatory Authority

STATUTORY LEGISLATION & CONSIDERATIONS		
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[Education and Care Services National Law Act 2010 \(Amended 2023\)](#)
[Education and Care Services National Regulations \(Amended 2023\)](#)
[Work Health and Safety Act 2011](#)

SOURCES		
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Acknowledgement to Community Early Learning Australia and Childcare Centre Desktop.
 Australian Children’s Education & Care Quality Authority (ACECQA). (2014).
 Australian Children’s Education & Care Quality Authority (ACECQA). (2023). [Guide to the National Quality Framework](#).
 Australian Children’s Education & Care Quality Authority (ACECQA). (2021). [Delivery to, and Collection from Education and Care Services. Policy Guidelines](#).
 Australian Government Department of Education. (2022). [Belonging, Being and Becoming: The Early Years Learning Framework for Australia](#). V2.0, 2022.
 Early Childhood Australia Code of Ethics. (2016).
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017). (Amended 2023).
 Guide to the National Quality Framework. (2017). (Amended 2023).
 Safe Work Australia (2020).

RELATED POLICIES		
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- Acceptance and Refusal of Authorisation Policy
- Emergency and Evacuation Policy
- Enrolment and Orientation Policy
- Family Communication and Participation Policy
- First Aid Policy
- Interactions with Children Policy
- Physical Learning Environment Policy
- Promoting a Child Safe Environment Policy

RELATED DOCUMENTS		
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Enrolment Form	Late Collection Form
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POLICY AUTHORISED BY	Prue Ritchie	POLICY REVIEWED	10 May 2024
NEXT REVIEW DATE	10 May 2025		

MODIFICATIONS	<ul style="list-style-type: none"> New policy developed 		
PREVIOUS REVIEW			
POLICY AUTHORISED BY	-	DATE	-