

## 5 LATE COLLECTION POLICY

Regulation 168 2 (f)

For the purposes of this Policy Document Clare OSHC service encompasses Before School Care, After School Care, and Vacation Care unless specified.

- Parents/Guardians are responsible for collecting children from the OSHC Service within the hours of operation listed.
- \* Parents who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible 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 by 10 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.
- Initially the Service will seek the assistance of local Police to help in locating the Parents/Guardians.
- The children may be required to leave the Centre with persons nominated on their enrolment form
- Detailed signage will be left on the OSHC door if staff and children eventually leave the service.
- \* If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time, Crisis Care will 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.
- Late Collection Fees will apply. (See Fees Policy)
- Further Childcare will not be provided until this fee has been paid.
- \* See FEES POLICY for applicable charges

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