

## 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 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: as per Authorisation for collecting children policy
- \* 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 contact our Line Manager/Principal of the child/children's school. If Parents/Guardians are still non contactable, we will seek the assistance of the local Police to help in locating them.
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- 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.

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