



Late and Non-Collection of Children Policy and Procedures

Policy Number	2009/16
Approved by	Heritage Management Committee – 8 December 2009; 14 May 2013, 13 December 2022
Last reviewed	December 2009; May 2013, June 2016, October 2019, October 2022
Next review due	2025
National Law and Regulations	National Law Sections 162, 165, 167; National Regulations 12, 85, 87, 99, 136, 158, 168, 170, 176
National Quality Standard	Quality Area 2: Children's Health and Safety; Quality Area 7: Governance and Leadership

Policy Statement

Heritage recognises that under the *Education and Care Services National Regulations 2011*, the service must ensure that policies and procedures are in place for the delivery of children to, and collection from, service premises (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).¹

For the purpose of this policy, the term, 'parent(s)' is used to mean the parent(s) or legal guardian(s) of a child enrolled at Heritage.

Due to the trend towards increased work commitments, early childhood professionals find themselves more and more having to manage the late collection of children. When such incidents arise, the role of Heritage is to protect the child's feelings of security and self-worth while also ensuring educator safety and welfare.

Heritage operating hours are **7.45am to 5.45pm**. Early childhood educators are employed to work only during these hours and have a right to finish on time. It is the responsibility of parents/authorised nominees to arrive at Heritage **by 5.40pm** so that educators may secure the premises and close the service promptly at 5.45pm. Educators who are delayed due to the late collection of children may suffer public transport delays or may have their own family commitments that are unable to be met.

In addition, Heritage recognises that closing the service at the end of the day can be a very busy time for educators who must:

- Interact with parents about their child's day.
- Tidy rooms while remaining vigilant and actively supervising remaining children.
- Ensure children leave with parents or persons authorised to collect them (authorised nominees).²
- Look for visual clues that may indicate children may still be on the premises and have not been picked up on time, such as a bag remaining on hooks.
- Secure the building and grounds.

Heritage rosters a minimum of **two experienced and qualified educators**, one of whom must be the Responsible Person in Charge³ and familiar with all policies and procedures, to close the service and remain in attendance when children remain on the Heritage premises after closing time.

¹ Refer to: Delivery and Collection of Children Policy and Procedures

² Refer to: Delivery and Collection of Children Policy; Enrolment Form; Authorisation to Collect Child Form

³ Refer to: Responsible Person in Charge Policy

In addition, it is a requirement of the National Regulation 136 that there be on the premises at all times:

- at least one educator who holds a current approved first aid qualification.
- at least one educator who has undertaken approved anaphylaxis management training.
- at least one educator who has undertaken approved emergency asthma training.

When delayed beyond their normal working hours, these educators must be paid overtime to comply with state award conditions. To cover overtime costs and to compensate for inconvenience to educators, Heritage imposes a fine on parents if they collect their children after 5.45pm.

Policy Aim

The Heritage Late and Non-Collection of Children Policy and Procedures have been created to:

- Establish clear guidelines for Heritage educators and parents regarding the appropriate and timely collection of children from the Heritage service and the implications of not doing so.
- Ensure the safety and wellbeing of enrolled children at all times.
- Ensure the safety and wellbeing of educators at all times.

Scope

It is understood that there is a shared responsibility and accountability between all educators and parents to implement the Heritage Late and Non-Collection of Children Policy and Procedures as a matter of high priority. This is due to the potential for children to feel insecure when not collected in a timely and appropriate manner, and the negative effect on educator safety, wellbeing and morale.

Rationale

Heritage recognises it has a duty of care to take all reasonable, practicable steps to provide the Heritage community with a safe and healthy environment ([Work Health and Safety Act, 2011](#)). In addition, the Heritage Late and Non-Collection of Children Policy and Procedures have been developed to comply with:

- [Education and Care Services National Law Act, 2010](#).
- [Education and Care Services National Regulations Act 2011](#).
- [National Quality Standard for Early Childhood Education and Care 2012](#).
- The Heritage Responsible Person in Charge Policy.

Education and Care National Law and Regulations	
S 162	Offence to operate unless responsible person is present
S 165	Offence to inadequately supervise children
S 167	Offence relating to protection of children from harm and hazards
R 12	Meaning of a Serious Incident
R 85	Incident, injury, trauma and illness policies and procedures (
R 87	Incident, injury, trauma and illness record
R 99	Children leaving the education and care service premises
R 136	First aid qualifications
R 158	Children's attendance record to be kept by approved provider
R 168	Education and care service must have policies and procedures (f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99 (m) the acceptance and refusal of authorisations.
R 170	Procedures to be followed
R 176	Time to notify certain information to Regulatory Authority
National Quality Standard	
QA 2	Children's Health and Safety Standard 2.2 Each child is protected.



	<p>Element 2.2.1: Supervision: At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.</p> <p>Element 2.2.2: Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.</p>
QA 7	<p>Governance and Leadership</p> <p>Standard 7.1. Governance. Governance supports the operation of a quality service.</p> <p>Element 7.1.2. Systems are in place to manage risk and enable the effective management and operation of a quality service.</p> <p>Element 7.1.3 Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.</p>

Strategies and Procedures

The over-arching Heritage strategy is to recognise:

- It is the responsibility of parents/authorised nominees to arrive at Heritage **by 5.40pm** so that educators may secure the premises and close the service promptly at 5.45pm.
- If parents/authorised nominees are going to be unavoidably delayed beyond 5.45pm, **it is their responsibility to contact Heritage** and to let educators know when they will be arriving, or to advise of alternative arrangements, eg, emergency contact or other authorised nominee to collect their child.

Procedure for when a parent/authorised nominee has not contacted Heritage and fails to collect their child by 5.45pm.

The educators on duty at closing time will:

- Remain at Heritage and attempt to contact the parents.
- Call the child's emergency contact if parents cannot be contacted.
- Sign the Late Book when the parents/authorised nominees/emergency contacts arrive, noting the time of collection.
- Ensure parents/authorised nominees/emergency contacts sign the Late Book on arrival.
- Inform the Director so an appropriate late fee (see below) can be imposed.

Procedure for when educators have been unable to contact parents or emergency contacts by 6.15pm (30 minutes after closing time).

- The Nominated Supervisor will contact the police.
- Police will be asked to assist in locating the parents/emergency contacts.

Procedure for when the child has not been collected by 6.45pm (one hour after closing time).

The Nominated Supervisor will:

- Contact Child and Youth Protection Services (CYPS) at the Office of Children, Youth and Family Support and ask that they contact the Family Work Team as the child is 'in need of care'. Ph: 6207 1466 (South Region) or 6207 1069 (North Region) Both of these numbers go through to the "After hours" CYPS team. The team work from 5.30pm to 11.00pm. Pick up address for the parents will be determined during conversation with the CYPS team.
- Notify police that Care and Protection Services (Family Work Team) will collect the child.
- Tape a notice to the Main Entrance door, in the event a child has been collected by Care and Protection Services, notifying parents of the address and phone number of where the child is.
- Complete an Incident Report.

Late Pick-up Fees

First time late pick-up:

- \$20 per family for the first 1-15 minutes, or part thereof.
- \$20 per family for every additional 15 minutes, or part thereof.

Second and subsequent instances in a calendar year:

- \$50 per family for the first 1-15 minutes, or part thereof.
- \$50 per family for every additional 15 minutes, or part thereof.

In all instances

- The cost of a taxi/s will be charged to the family’s account if educators miss their bus as a consequence of the late pick-up.
- The Director will speak to the family and remind them of the Heritage Late and Non-Collection of Children Policy.
- Note: Penalty fees are not eligible for the Child Care Subsidy.

Continued Late Pick-up Procedure

If late pick-up occurs three times in a calendar year

- The Director will send a letter to the family, reminding them of the Heritage Late and Non-Collection of Children Policy.

If a fourth late pick-up is recorded

- The family will be asked to meet with the Director and a possible termination of their child’s enrolment may occur, as the family is in breach of their enrolment contract (**refer to:** Non-Compliance Policy).

Communication

- Families are informed on enrolment of the Heritage Late and Non-Collection of Children Policy and Procedures and that a late fee applies if they fail to comply.
- Parents must sign, on enrolment, that they understand and will abide by the late pick-up policy at Heritage.

Monitoring, Evaluation and Review

- This policy will be monitored to ensure compliance with legislative requirements and reviewed in line with the service policy and procedures review cycle and as necessary.
- Families and staff are understood to be essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.
- In accordance with R 172 of the *Education and Care Services National Regulations 2011*, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family’s ability to utilise the service; the fees charged or the way in which fees are collected.

Related Policies

Name	Location
Code of Conduct/Ethics	
Complaints and Grievance Management Policy and Procedures (non-staff)	Policy and Procedures Manuals in Main Office, Programming
Delivery and Collection of Children Policy and Procedures	Room and Entrance Foyer
Enrolment and Graduating Rooms Policy and Procedures	
Employment and Recruitment Policy and Procedures	Handbooks and Policy and
First Aid for Injury, Trauma and Illness Policy and Procedures	Procedures in Members Area of Heritage website.
Non-Compliance Policy and Procedures	
Supervision Policy and Procedures	
Work Health and Safety Policy and Procedures	

References

ACECQA. (2022). [Guide to the National Quality Framework](#)

ACECQA. (2021). [NQF Guidelines for the Delivery and Collection of Children](#)

ACECQA. (2018). [Active Supervision: Ensuring Safety and Promoting Learning](#)

National Child Care Accreditation Council Archive. (2009). [Effective Supervision: What to remember at the end of the day.](#)

Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
1	September 2001	Management Committee	
2	December 2009	Management Committee	Author: Julia Charters Rewrite of Heritage Late Pick up Policy to reflect the new closing time. Updated penalty fees and included a clause to charge parents for the cost of taxi/s if staff miss their bus as a consequence of the late pick-up.
3	May 2013	Management Committee	Author: Julia Charters Updated Rationale, Related Material and References section. Minor edits to text including acknowledging educators' stress levels at the end of day in the Policy Statement, removing references to ACT Standards and updating Care and Protection Services contact details.
4	June 2016	Management Committee	Updated – procedures unchanged.
5	October 2019	Management Committee	Updated – procedures unchanged.
6	13 December 2022		Author: Julia Charters Added Legislative Background Table. Updated References. Added relevant hyperlinks. Changed the late pick-up fee to start after the first minute, rather than after the first 5 minutes as some families are consistently a few minutes late and this is affecting educators ability to leave on time.