Early Years Policy – Delivery and Collection of Children

Attachment 3 - Procedure 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 Protection on **1300 598 521** or after hours **131 278** (5pm-9am) or the local police if a child has not been collected within a set time period of 45 minutes from session finish time
* notifying the Department of Education as soon as is practicable
* informing the approved provider of the situation.