



DELIVERY AND COLLECTION POLICY

(M)

Mandatory – Quality Area 2

Policy

Our main concern is for the safety, wellbeing and care of your child.

Outlets Co-operative Neighbourhood House LTD is an Approved Service (Cwth) and licenced under Victorian Children Services Regulations (Vic) 32/2020.

Outlets Co-operative Neighbourhood House LTD is licenced for specific hours and times of delivery of Childcare and must adhered to these times and care.

Purpose

It is the responsibility of the parent/guardian to ensure that they allocate enough time in their day to arrive at the centre to deliver and collect their child/ren at the designated time which ends their booked session.

It is not acceptable that children are picked up late from care.

It is not acceptable that children are dropped off/delivered earlier than assigned time.

Outlets childcare is open and operates to specific times in accordance with our license and employs staff to work those hours and have the right to finish at the agreed time. Late collection of children breaches our childcare license and could jeopardise the communities' access to our childcare service.

The purpose of this policy to outline the expectation we have regarding the collection of children from the centre and the penalties that will be enforced if these expectations are not met.

Background and Relevant Legislation

Outlets operates a childcare service which is registered as an Approved Service (Cwth) and licensed with DET- Early Childhood - QARs.

In order to comply with the licencing agreement of our childcare service it is imperative that children do not remain here after the designated session hours.

The late collection of children can breach the staff: child ratio and the conditions of our licence.

We understand the in some circumstances delays are unavoidable; these situations are considered in this policy and outlined with in the procedure.

SCOPE

This policy applies to Committee of Management, Approved Provider, Nominated Supervisor, day-to-day Supervisor, placements, volunteers and staff responsible for the care of the children, parent and guardians.

PROCEDURE

The Committee of Management, Approved Provider of the centre shall ensure:

- (Vic) Children's Service Regulations and Act are adhered to.
- Ensure that if a situation arises where a child has not been collected that a qualified staff member remains at the centre with the child.
- Provide access to this policy to all parent/guardians upon request.
- Visibly display the penalties within this policy in view of parents/guardians.
- Ensure staff understand and adhere to the requirements within this policy.
- Provide childcare staff with explanation, if a parent contact centre, to advise of any hold up in arriving on time.
- Notify the appropriate departments and authorities if the child fails to be collected from the centre and all parent/guardian and emergency contacts have been resourced and deemed uncontactable within a minimum of 45 minutes of the childcare session ending
- Ensure a note has been left on the door in a secure and visible position advising parents/guardians of contact details of where the child has gone if there are no staff members at the centre.
- The hours of childcare and each individual session is displayed visibly with in the centre and in all childcare brochures.



The Approved Provider, Nominated Supervisor, day-to-day Supervisor and educators shall ensure the following:

- Parent/guardians know they must contact the centre if they are delayed in any way beyond their booked session
- Parents notify the centre if some other than themselves will be collecting their child and that they are recorded in their child's enrolment form.
- That if a parent regularly contacts the service to advise that they will be collecting their child they are directed to the Licencee. The family will be required to develop an action plan to ensure methods are in place to prevent late collections in the future.
- **That if a parent/guardian does not arrive on time and are unable to be contacted or have not contacted the centre, the emergency contacts as nominated on the child's enrolment form will be notified to collect the child.**
- If the nominated emergency contacts are uncontactable the Approved Provider will be notified, and appropriate departments and authorities contacted.
- The late collection book is filled in and signed by parents/guardians each time they are late in collecting their child. If they have had their name recorded 2 times late fee penalties will apply. This will occur once 5 minutes has passed from the end of session booked. The time recorded will be based on the clock at the centre.
- Late collection fees are charged at \$1 for every 5 minutes or their part of which is charged in addition to your normal daily fee and is payable on the day.

The parents/guardians shall ensure the following:

- Children's enrolment details are current and kept up to date.
- Notification is given to staff if someone other than yourself will be collecting your child from care.
- You arrive at the centre prior to normal finishing time so as children are signed out into your care by the end time of the that session
- If you are delayed through unavoidable circumstances beyond your normal booking, you contact the centre and notify staff so as we can ensure appropriate staffing to cater for the change.
- If we have not heard from you staff will firstly attempt to contact both parents, if uncontactable we will try to contact the people you have listed on the enrolment form as having permission to collect your child in an emergency.
- If an alternative person has been arranged to collect your child from care (they must be listed on your child's enrolment form) you are responsible for them knowing the correct collection time. If they are late, it is your responsibility and normal late collection procedure will apply).
- Alternative nominated persons collecting child, must be over 18years of age and appropriate Id's.
- If they fail to collect your child from care staff will first attempt to contact parents. If parents cannot be contacted staff will try contacting those listed on your child's enrolment form as having permission to collect your child in an emergency.
- The late collection book is signed upon request by a childcare staff member if you arrive late and have not made contact with the centre prior.
- Late collection fees are paid in accordance with this policy. If you are recorded in the late collection book for a second time you shall receive a fine of \$1 per 5 minutes or there-part-of in addition to your existing fee which will also be payable on the day.
- If you continue to pick up your child late from care, your bookings may be jeopardised.
- If you are required to develop an action plan, due to repeated late collections of children from the childcare service, you will do so, to prevent late collection in the future.
- On collection of children the QK Kiosk IT sign IN and Out must be completed before leaving the centre

Relevant Policies and Legislations

Vic Children Services Regulations 32/2020 (Div 7 Reg.68)

AUTHORISATION

This policy was adopted by the Approved Provider of Outlets Co-operative Neighbourhood House LTD on July 2019

REVIEW DATE: 23/05/2023