



## Late Collection Fee

Name of Service: \_\_\_\_\_

Date: \_\_\_\_\_

Time of completion of the program: \_\_\_\_\_

Name of child(ren): \_\_\_\_\_

Staff in attendance: \_\_\_\_\_ and  
\_\_\_\_\_

Time of collection: \_\_\_\_\_

Child collected by: \_\_\_\_\_

Signature: \_\_\_\_\_

Communication with family (Name of person contacted and time of contact advising that child had not been collected from service):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Administration Use Only

Late fee charged: Date \_\_\_\_\_ Amount: \_\_\_\_\_



## Late Collection Procedure

In the instance that a child has not been collected from the service at completion of the program the following procedure should take place;

- Ten minutes after the normal completion of the program staff call the contact numbers of listed parents / guardians and advise that the child is still at the service. If contact is successful confirm expected time of arrival at the service and who will be collecting the child. If a message is left clearly advise that the child is still at the service with staff and leave the phone number of the service advising parent/guardian to call service as soon as possible.
- During this time the child is to be reassured that staff will remain with them and either engage child in play experiences or suitable jobs with staff in preparing the service for closure. Where the service has outside of hours care the staff may decide to sign the child into this program advising staff that the family have been contacted.
- Start completion of late collection form (this is completed at the discretion of the individual Kindergarten Service).
- If unable to contact parents, continue to call listed contact numbers.
- Twenty minutes after the normal completion of the program call the emergency contacts listed on the enrolment form establishing if they are able to collect the child or are aware of why the parent/ guardian may be delayed in collecting them.
- Call the president of the service advising them that there is still a child in attendance at the service and the two staff who are remaining with the child, explain if contact with either parent / guardian or emergency contacts has been successful and estimated time of collection. If president is not available call another member of the executive committee.
- Continue to call listed contact numbers.
- If child has siblings call early childhood service / school which they attend to enquire if they have been collected from care.
- When parent / guardian or emergency contact arrive complete late collection form and advise of late fee which will be charged if relevant to the situation.
- Forty five minutes after the normal completion of the program call the central governing body if no contact with parent / guardian or emergency contacts has been successful.
- One hour after normal completion of the program call Department of Education and Training (Early Childhood Education and Care) to advise that child has not yet been collected from care and all attempts at contacting parent / guardian or emergency contacts have not been successful.
- Staff then contact Queensland Police Service (local station number) and arrange for child to be collected from the service, on collection from service provide copies of contact details , attempts of contact and key information from enrolment form such as address, date of birth, names and contact information of all parents/guardians and emergency contacts. Any medication and information regarding allergies / dietary requirements should be sent with the child.
- Call parent/ guardian again and inform them that child is now in care of Queensland Police Service. Secure note in easily accessible place but weather proof area advising family that on arrival at the service they need to contact Queensland Police Service with the number and address of the local station (provided by officers on arrival at service).

Provide police with best contact details of either the Nominated Supervisor of the service, President or Executive Committee.

- On arrival of the police at the service contact the president / executive committee and advise that care of the child is being handed over to the police service.
- Staff are able to accompany child to Queensland Police Service at their discretion, staff must not transport the child in their own vehicle and are not required by the service to accompany the child however in understanding that this may be a distressing time for the child this is an option for those staff who elect to volunteer for this time.
- Advise committee and Central Governing Body of outcome of incident as soon as information is known the following day. Complete relevant forms as requested by the Department of Education and Training (Early Childhood Education and Care) / Regulatory Authority.