



Late Collection Policy

A late collection fee will be imposed when parents arrive later than the closing time of 6pm, to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace. The service is licensed to operate only between the hours of 3:05pm-6:00pm. After 6:00pm we are breaching our License and are not covered by insurance.

Please make alternative collection arrangements for your child/ren should you anticipate being late.

Late Collection fee structure:

6:15pm - 6:20pm collection will accrue a flat \$5 charge per child

6:20pm-6:25pm collection will accrue a flat \$20 charge per child

6:25pm-6:30pm collection will accrue a flat \$40 charge per child

An additional \$20 per child, will be accrued every 15 minutes after 6:31pm

If late collection is ongoing: that is more than three times within a three month period, the child/ren's enrolment at the Centre will be suspended for one month by the OSHC Advisory Committee. Formal warnings will be given at the first and second late collection. If late collection occurs a third time, the suspension period will start the next business day from the third late collection.

If child/ren have not been collected by 6:15pm Educators will follow this procedure:

1. Educators will attempt to contact the parent/caregiver via telephone.
2. If the parent/care-giver cannot be contacted, the emergency contact person will be contacted to arrange for the child's immediate collection.
3. If the emergency persons are unavailable and suitable arrangements cannot be made **within 15 minutes** of closure time the Norwood Police or After Hours Crisis Care 131 478 will be contacted. The child will accompany the police/crisis care until parent /caregivers is contacted.

After Hours Crisis Care: 131 478

Norwood Police Station

Address: 38 Osmond Terrace, Norwood SA 5067

Phone: (08) 8207 6800