

# Late Collection Action Plan

Time lines and triggers for ongoing communication between the service and the nominated supervisor/child protection agency/regulatory authority.

- The service closes at **5:50pm** at which point a Supervisor will begin to make phone calls to the families of any remaining children who have not contacted the service prior.
- At **6:00pm** two Staff (usually a Supervisor and one Educator) will begin to make further phone calls based on the authorized contacts listed on each child's enrolment.
- If, by **6:20pm**, no contact has been made with a child's family or an authorised contact, and no arrangements have been made to collect the child, the Assistant Principal of the school is contacted by the attending Supervisor and their advice sought. The Nominated Supervisor is informed of the attending Supervisor's decision regarding further action.
- If the Assistant Principal (or Principal) cannot be contacted
  - The police are informed.
  - The Nominated Supervisor is informed and may attend at this time (if not already present).
  - All decisions and communications are documented at this time.
- All collections after 6:00pm are subject to a non-subsidised, per-minute, Late Pick Up charge. The final charge is calculated by the Child Care Management System (CCMS) at the time of sign-out.