



WHYALLA CITY COUNCIL

WHYALLA

CCC – Collection of Children – Habitual Lateness Policy	
Type	Social, Cultural and Community Services
GDS Category	Social, Cultural and Community Services – Public
Responsible Officer	Director Corporate
Policy Adopted	February 2020
Review Period	2 years
Last Reviewed	June 2015
Next Review Date	February 2022
Policy Version Number	12
Applicable Legislation	<ul style="list-style-type: none">• Education and Care Services National Law
Related Documents	<ul style="list-style-type: none">• Fees Policy• Enrolment Forms• Emergency Contact List
Public Consultation Required	Yes
Purpose	To inform of the correct policy requirements to follow, in relation to the habitual lateness of families collecting children from the Centre.

Policy

To inform all relevant employees, persons working under non-employment relationship agreements, families and children who access the Centre of the correct policy requirements to follow in relation to the habitual lateness of families collecting children from the Centre.

Advise parents in newsletter of late fees and charges.

Ensure that the family is aware of session ending times and ask them for their co-operation.

If the problem continues:

1. Discuss with the family whether they are experiencing particular difficulties in arriving on time.
2. Determine whether there are any underlying factors including stress on the family.
3. Offer to contact Department of Child Protection or a Social Worker to offer support to the family if stress is a concern.
4. Enforce the \$20 per five minutes late fee, (effective from the very first minute the parent/guardian is late, per child), to help cover cost of staff time and to encourage family to collect children on time when it becomes habitual. Director to advise families that care will be cancelled if policies are not adhered to.

(Repeated failure to collect a child can be an indicator of neglect or of extreme family pressure requiring additional support.)

Risk Management

Risk Management is an important obligation that the Whyalla City Council takes very seriously and pro-actively manages.

The Whyalla City Council is very aware that there may be risks that its employees, the community and stakeholders may be exposed to.

The Council has a Risk Management Policy and a number of current procedures, as well as a Risk Management Framework, all of which are available for viewing.

Responsibilities

Supervisors/Managers are accountable for bringing this policy and supporting procedures to the attention of affected workers in their area and monitor through their supervisory activities that the policies and procedures are adhered to.

Supervisors/Managers are accountable for checking that affected workers have had appropriate training to undertake the activities identified within this policy and supporting procedures. Affected workers are accountable for adhering to the requirements of this policy and supporting procedures; or report any inability to do so to Management at the earliest opportunity.

Legislation

Education and Care Services National Law

References

Education and Care Services National Regulations
National Quality Framework
WHS Policies and Procedures

Definitions

Habitually late is where a parent/guardian, after 3 instances within a week of being late for collection of a child, the fee may apply.

Documentation

All policies and procedures are available on the Whyalla City Council's Intranet and/or Internet; assistance can be provided by departmental Administration to assist workers with access to the intranet.

Enrolment Forms
 Emergency Contact List

Review

This Policy shall be reviewed by the Whyalla City Council's Child Care staff at a minimum of two years (2) of the issued date (or on significant change to legislation or aspects included in this policy that could affect the health and safety of workers).

History

Document History	Version No.	Issue Date	Description of Change
	11	June 2015	Changed to new format.

Related Documents: Fees Policy