



Ardtornish Children's Centre arrivals and departures

Children must wait with their parents/caregivers in the foyer; until the doors are opened at 8.15am. Sign in sheets are located on the front desk where you enter the building.

For safety reasons it is essential that the educators are aware of who is going to be collecting your child. If a person unknown to the educator is going to be collecting your child we ask that you please bring that person to the centre and introduce them to us. Please write the name and contact phone number in our diary. If you are unable to make it to the Children's Centre yourself and have arranged for someone else to collect your child please ring the Centre and notify an educator of who is coming. This person will be asked to provide photo proof of their identity (e.g. Driver's Licence) if they are unfamiliar to the educators.

When your child is reluctant for you to leave

It can be quite distressing if your child is upset or angry when it is time for you to leave. Children may be anxious when you leave them after a break or for the first time. Generally calm reassurance is all that is needed.

If not:

- keep everything as low key and 'normal' as possible
- try to remain as calm and in control as possible yourself
- be clear, truthful and consistent. Once you have said you are going do just that.
- always say goodbye and tell them when you will be back
- always follow through with what you have said
- don't be late coming back as the children can become anxious when they see the other children getting picked up
- make positive comments about their success.

Remember staff are here to help you and your child. We will reassure your child and assist them in managing their feelings. If they don't settle, we will ring you and of course you can always ring to check on their progress.

Parking

Please be aware that the car park out the front of the Children's Centre is for staff only. It is not for families to use during pick-up and drop-off times. The lower car park is only for Ardtornish Primary School staff. This is to support the safety of both staff and children. We thank you for your cooperation and understanding.



Late Pick Up of Children Policy

2016

Rationale

Sometimes unexpected circumstances arise and families are unable to collect their children on time. In these instances it is important for families to communicate their situation with the Centre so that we can ensure the wellbeing of both children and staff is being accommodated. There are no staff employed on site after 4:00pm. Late collections of children pose a problem for the child and educator wellbeing, educator industrial entitlements and the preschool budget, as educators need to be paid for time they stay back or have time off later to make up for additional time worked.

What You Can Expect

- Children who are not collected on time will be supervised by a minimum of 2 staff
- Staff will attend to their personal care needs as required
- Staff will support children's emotional needs during this time if necessary
- Staff will respond to all family situations with empathy and respect
- Privacy and confidentiality will be adhered to as per the enrolment form
- If the circumstances require staff will adhere to their mandated notification obligations

What We Expect

- Families to make every effort possible to collect their children by or at 3:45pm
- Families to ring and notify the Centre if they are running late
- Families to provide sufficient contact information for the Centre to make contact if children are not collected on time, including emergency contacts
- Any late fees incurred to be paid promptly or discussed with the director

Process

1. Families will receive one warning before a fee is charged for late pick-ups.
2. Families who ring the Centre and notify of their lateness will not be charged for one off lateness.
3. Families who are consistently late once or more per fortnight (1 in 4 sessions) will be charged a fee regardless of notification.
4. Lateness is defined as more than 2 minutes after 3:45pm to allow for clock discrepancies or parking difficulties.
5. **Families will be charged \$5:00 per 5 minute interval after 3:45 or part thereof.**
6. The Centre will make every attempt to contact families who have not collected their child on time, including emergency contacts, beginning between 3:50 and 3:55pm depending on staff availability.
7. If contact is not able to be made with a family by 4pm despite staff efforts, the Centre director will contact our regional office and notify the education director who will advise us how to proceed. If a family continues to be unreachable police may be notified.

Next Review	Last revision description
May 2017	Rationale, expectations, process.