

C24. OPERATING HOURS, DELIVERY & COLLECT'N TIMES

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Childcare
Applies To:	Board, Management and Staff of all IAC Childcare Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Childcare policies articulate our aims, goals and philosophies in caring for children in our long day care and preschool services. They explain how the IAC works with its management, staff and other agencies to ensure that our children are afforded the best and most appropriate care and that we meet all of the requirements of NSW Department of Education & Communities.

Operating Hours

Noogaleek Children's Centre is open:

- Monday to Friday
- 48 weeks of the year (closed 1 week in July and 3 weeks at Christmas)
- from 8:00am to 4:30pm for children where both parents are working or studying
- from 8:30am to 3:30pm for children where neither parent is working or studying

Winnanggay PreSchool is open:

- Monday to Friday
- 40 weeks of the year (closed for normal NSW school holidays)
- from 8:30am to 3:30pm

Delivery Time

Children must be brought to our services:

- after 8:00am; (8:30am working/study) and
- before 10:00am unless by prior arrangement with the Coordinator or Nominated Supervisor of the service

If a parent and their child arrive at our services:

- before 8:00am, the parent will be asked to care for their child outside of our premises until 8:00am
- after 10:00am, the parent will be asked to keep the child in their care outside of our premises for the day, unless exceptional circumstances apply

COMPLIANCE

This policy complies with:

- Children and Young Persons (Care and Protection) Act 1998
- Children (Education and Care Services) Supplementary Provisions Regulation 2012

Collection Time

Children must be collected from our services:

- before 3:30pm at Winnanggay PreSchool
- before 3:30pm at Noogaleek Children's Centre for non working / studying parents
- before 4:30pm at Noogaleek where both parents are working or studying

If a parent collects their child from our service:

- before 1:00pm, they are asked to check with staff as to whether their child or other children in the same area are sleeping
- after 3:30pm (at Winnanggay and for non working parents at Noogaleek) or after 4:30pm (for working parents at Noogaleek) they may be charged a late collection fee (as per our fee policy) and may risk losing days of attendance where there is a pattern of late collection
- after 4:30pm and where we are unable to contact other authorised contacts and believe the child to be at risk, the Coordinator will use their discretion to contact applicable regulatory authorities or support services

Closedown Days

Parents or caregivers and Communities NSW will be notified as soon as possible of closedown days for Aboriginal funerals, staff training days or other unscheduled events. No fees are charged on these days.

REFERENCES

This policy should be read with:

- Children (Education and Care Services) Supplementary Provisions Regulation 2012
- All other childcare policies