| Regulations and standards | Imagine Education National Code std 5 |
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| Policy | The Welfare and care of Under 18 year old Students Before and After School who have been dropped off at Campus prior to 8.30am and not collected by 3.30pm. |
| Procedure | **Imagine Education** and **Australian Student Accommodation** (Homestay Company) issue any Under 18 year old Parent/Homestay Parent a copy of the Drop-Off / Pick-Up Regulations and charges information letter. This letter states the approved Drop-Off and required Pick-Up times plus charges and arrangements if outside these times.<br><br>Before School Welfare and Care-<br>• Under 18 year old student is dropped off at the Campus prior to 8.30am<br>• If Parent/HS Parent is there, they are to be advised that drop off is from 8.30am. They will be advised that they need to remain and supervise the student until 8.30am. This is done by the SSO or CGM, whomever sights the drop-off.<br>• If the Parent/HS Parent has left the child, then the child is to be supervised by the SSO/CGM (or designated person) on Campus until 8.30am.<br>• The child's name and HS Parent name is obtained from the child by the SSO/CGM.<br>• The Homestay Company is contacted by the CGM and requested they contact the HS Parent and remind them of the allowable drop-off time and the $25 charge if they are dropped off prior to 8.30am again. (the reason for the HS Company to be notified is that the HS family may be identified at this time as not being suitable to house Under 18's due to work commitments and the child may need to be relocated to a more suitable family)<br>• If the early Drop-Off occurs again for the same child, then the HS Parent is invoiced by SPO or SSO and charged $25 which needs to be paid on the spot.<br><br>After School Welfare and Care-<br>• Under 18 year old student is not collected at the Campus by 3.30 pm.<br>• SSO brings child to be seated at back desk inside the secure Reception Area and also SSO reports the non-collection to GM at 3.30pm.<br>• SSO supervises child by setting up activity (e.g. Colouring in at back desk inside secure Reception Area)<br>• If SSO cannot supervise or needs to step away from Reception area for a brief time, then the child is to be taken to (in this order) SSO or CGM to supervise for that brief time. The child is to be supervised at all times!<br>• SSO phones Parent/HS Parent and advises that the child has not been collected by 3.30pm which is the required time.<br>• SSO *listens* to the reason for the intended late pick-up.<br>• If this is the first occurrence OR the reason appears compassionate or compelling (family/medical/road accident etc) then the Late fee is not to be charged. They are to be advised that the Late fee has been waived in this instance for them.<br>• If the Late Pick-up occurs again, then the HS Parent is invoiced by SPO or SSO and charged the fee which needs to be paid on the spot.<br>• The Homestay Company is contacted by the CGM and requested they contact the HS Parent and remind them of the required Pick-up time and the charges that apply if they are not collected prior to 3.30pm again. (the reason for the HS Company to be notified is that the HS family may be identified at this time as not being suitable to house Under 18's due to work commitments and the child may need to be relocated to a more suitable family) |

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| | • The Late Fee for Late Pick-up is $25 for first ½ hour or part there of (3.30pm-5.00pm) and $35 for each ½ hour or part thereof after 5pm.<br>• Our College closes at 5pm. If a Staff Member is required to stay back after 5pm, then additional fees will be applied to the HS Parent. |
| **Supporting documentation** | Drop-Off / Pick-Up Regulations and charges information letter |
| **Key** | CGM - Campus General Manager SSO - Student Services Officer<br>HS Parent - Homestay Parent<br>SPO - Student Payments Officer |
| **Reviewed** | Annually |
| **Version** | Version 1.2 (03/02/2023) |