



NON-ARRIVAL OF CHILDREN POLICY



POLICY RATIONALE

TeamKids will consistently ensure the safety of children that are booked to attend an after-school session by accounting for all children booked into the session. This policy will outline the procedure that educators will follow to manage a child that has not arrived at the service as expected.

POLICY PROCEDURES

EDUCATORS ROLE

Educators will follow this procedure when a child is booked into the After-School Care and does not arrive at the service.

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| STEP 1 | <p>(Between 5-10 mins after the school bell)</p> <p>Contact the school office to enquire whether the child was at school on the day and/or went homesick. If the child was not at school, proceed to step 3.</p> <p>If the child was at school, a PA Announcement (or alternative) must be made asking the child/ren to go to the OSHC Service immediately.</p> |
| STEP 2 | <p>(Within 10 mins after the school bell)</p> <p>An educator is to check with the child's classroom teacher and children on the child's whereabouts.</p> <p>A search of the school grounds is to commence for the child. Likely places children include the playground, bathroom, toilets, classroom or school office.</p> |
| STEP 3 | <p>(10-15 mins after the school bell)</p> <p>If the child cannot be located on the school grounds or information has been provided that the child has left with an authorised person, the Responsible Person is to contact the parent and/or guardian to enquire about the child's whereabouts.</p> <p>A second announcement is to be made via the PA Announcement (or alternative) if the child cannot be located.</p> |
| STEP 4 | <p>(15-20 minutes after the school bell)</p> <p>If the parents/guardians cannot be contacted via phone and text, the emergency numbers listed on the enrolment form are to be contacted.</p> <p>Check with the school office if there are alternate numbers for the parents/guardians.</p> <p>Continue to contact the parents/guardians until contact is made and the child is located.</p> |
| STEP 5 | <p>(20-30 mins after the school bell)</p> <p>The Responsible Person is to contact their Area Manager and list all steps taken. The Area Manager will review and direct the Responsible Person to contact the police on 000.</p> |

*All reportable incidents are required to be reported to the National Quality & Compliance Team by the end of the session to ensure the DET are notified within 24 hours.

CHILDREN

- Educators will support children in setting guidelines to ensuring that if they are booked into a session with TeamKids, they will make their way over to the service once the bell has gone.
- If they are ever unsure if they need to come to TeamKids, they should always go and speak with the educators to check if they are booked to attend.
- Educators will not send a child away and will contact the parents if the child is unsure and the child is not on the attendance list.
- Children will be informed that should they not arrive at TeamKids, and a team member will look for them to be sure that they are safe.

THE SERVICE

- The service will provide opportunities for children to learn about keeping safe.
- Children will be able to talk and work with educators about safety in their schools.

THE ENVIRONMENT

- Reviewing the risk and hazards at the service that may impact a child from coming to TeamKids. For example, if the service is far from the child's classroom, steps are put in place to meet the children at the halfway point or a designated location closer to the primary school area.

SCHOOL AND FAMILY/COMMUNITY

- TeamKids will work and communicate with the school to minimise risk with the children finding their way to OSHC.
- Appropriate guidelines are put in place to support children – i.e. Foundation/Prep children will be collected from the classroom for the first term and ongoing as agreed.
- Schools and families will work closely with Educators to ensure that the educators have been informed if children are absent from school.
- Evaluating situations regularly to ensure all potential risks have been identified and removed so that the children can safely arrive at the service offered by TeamKids.

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