

## A-9 Absent and Missing Children

### NQS

QA. 2.1.11	Wellbeing and comfort.
QA. 2.2.1	Supervision.
QA. 4.1.1	Organisation of educators.
QA. 5.1.1	Positive educator to child interactions.
QA. 5.2.2	Self-regulation.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.3	Families are supported.
QA. 7.1.23	Management systems.
QA. 7.1.3	Roles and responsibilities.

### National Regulations

Reg. 76	Information about educational program to be given to parents
Reg. 86	Notification to parents of incident, injury, trauma and illness
Reg. 99	Children leaving the education and care service premises
Reg. 115	Premises designed to facilitate supervision
Reg. 123	Educator to child ratios—centre-based services
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 146	Nominated supervisor
Reg. 165	Record of visitors
Reg. 166	Children not to be alone with visitors
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 174	Time to notify certain circumstances to Regulatory Authority
Reg. 176	Time to notify certain information to Regulatory Authority

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 3	Children become strong in their social and emotional wellbeing

## Policy Statement

We will ensure the safety and welfare of the children by ensuring clear communication and co-operation between the Centre, parents and the school. Children who are missing or absent without notice will be treated with extreme seriousness until educators are assured of their wellbeing.

## Related Policies

- NORMANHURST WEST OSHC Policy A-1: Hours of Operation
- NORMANHURST WEST OSHC Policy A-3: Philosophy
- NORMANHURST WEST OSHC Policy A-4: Enrolment
- NORMANHURST WEST OSHC Policy A-5: New Children Orientation
- NORMANHURST WEST OSHC Policy A-6: Fees
- NORMANHURST WEST OSHC Policy A-7: Bookings
- NORMANHURST WEST OSHC Policy A-8: Dropping off and Picking Up
- NORMANHURST WEST OSHC Policy A-11: Maintenance of Records
- NORMANHURST WEST OSHC Policy A-14: Complaints
- NORMANHURST WEST OSHC Policy A-15: Role of the Management Committee
- NORMANHURST WEST OSHC Policy A-17: Privacy and Confidentiality
- NORMANHURST WEST OSHC Policy C-3: Educator orientation and induction
- NORMANHURST WEST OSHC Policy C-10: Volunteers/students/visitors
- NORMANHURST WEST OSHC Policy C-11: Educator Child Ratios
- NORMANHURST WEST OSHC Policy C-12: Communication
- NORMANHURST WEST OSHC Policy D-9: Emergency Procedures
- NORMANHURST WEST OSHC Policy D-11: Management of Incident, Injury, Trauma and Illness
- NORMANHURST WEST OSHC Policy D-22: Child Protection Policy
- NORMANHURST WEST OSHC Policy D-23: Child Management
- NORMANHURST WEST OSHC Policy D-19: Supervision
- NORMANHURST WEST OSHC Policy E-5: Excursions
- NORMANHURST WEST OSHC Policy E-9: Out-of-Centre Activities

## Procedure

### Absent Children

Parents/guardians are to advise the Centre if their child will be absent for a session that they are booked into care, whether it be a before or after school care permanent or casual booking; or a Vacation Care booking.

If parents are aware of a future absence prior to the cut-off time for online notifications (midday the working day prior to the absence), they must enter an 'away' notification through the Webserver for the session of the expected absence. If parents do not know until the day, they must notify the Centre of their child's absence prior to the end of the morning session for a before school care booking or before the start of the afternoon session for an after school care booking.

Parents/guardians must indicate the expected end date of an absence and also advise if this

changes. Parents/guardians will be informed of this requirement upon enrolment and through the Family Handbook detailing the imperative nature of the Centre knowing of a child's absence.

### **Absent Children – Morning Sessions**

If a child is not present at the Centre by 8:50am, and the Centre has not been notified of their absence, the educator will telephone all parent/guardian contacts.

Upon making contact, the parents/guardians will be informed of their failure to advise the Centre of the child's absence and of any charges that may apply such as a Non-notification Fee (Policy A-6: Fees). Session fees will apply for all bookings, casual or permanent, where educators have not been informed of an absence. An educator will also ascertain the next expected session that the child will attend.

If parents/guardians are not available, an educator will continue to call and send emails to the family until contact is made.

### **Absent Children – Afternoon Sessions**

If a child is not present at the Centre at roll call, and the Centre has not been notified of their absence, the educator will ask other children of their knowledge of where the child might be. If the child is believed to still be at school, Educators will inspect school grounds, ensuring all other children are well supervised during this time. If the child cannot be found on school grounds, or an indication is made by children that the child has already been collected or wasn't at school, the educator will then telephone all parent/guardian contacts for confirmation. Upon making contact with the parents / guardians, if the child is absent that afternoon, they will be informed of their failure to advise the Centre of the child's absence and of any charges that may apply such as a Non-notification Fee (Policy A-6: Fees). Session fees will apply for all bookings, casual or permanent, where educators have not been informed of an absence. An educator will also ascertain the next expected session that the child will attend.

**If contact cannot be made with the parents/guardians**, then the educator will contact the school office and/or class teacher to ask for information regarding the child's attendance at school and possible collection of the child from the school grounds. If the child is located on school grounds, or if the school is able to confirm collection of the child, or absence of the child from school, the parents will be called to advise or emailed and informed of their failure to advise the Centre of the child's absence and of any charges that may apply such as a Non-notification Fee (Policy A-6: Fees). If the school office is unaware of the location of the child, and the Parents / guardians can still not be contacted, the Responsible Person on Duty will contact the families authorised nominees. If the child is located, the parents and any others searching for the child will be advised.

**If contact is made with the parents, however the parents/guardians believe the child should be at the centre** then the educator will contact the school office and/or class teacher to ask for information regarding the child's and to inform the school of the missing child. The parents / guardians will be asked to phone anyone who they think may have collected their child, for clarification, and to advise the centre of any information they receive. The Responsible Person on Duty will search the school grounds with school staff assistance, ensuring that all the other children are well supervised during this time. If the child is found, the educator is to ensure that all persons attempting to locate the children are informed. In addition, the parents/guardians should be contacted to advise the child has been located.

If the child is still not found by 3:30pm then the educator will:

- Contact the Police.
- Advise the parents/authorised persons that the police have been phoned.
- Advise the Management Committee that the Police have been phoned.

Where the police are called, the Responsible Person on Duty will complete an Incident, Injury, Trauma and Illness record and within 24hrs, report this incident to the Department of Education (Early Childhood Education and Care Directorate) using the NQAITS.

In the event of continual failure to notify, a formal letter from the Management Committee, detailing the failure to notify the Centre of absence, will be delivered to the parent/guardian.

The Director will ensure that all educators are aware of the policies and procedures relating to a missing child and will display the steps needing to be taken in their absence.

### Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Family Law Act 1975
- Children (Education and Care Services National Law Application) Act 2010
- My Time, Our Place Framework for School Age Care in Australia

Endorsed	19/02/2020
Review Date	19/02/2022