

## A-7 Absent and Missing Children

### National Quality Standards (NQS)

2.2	Each child is protected.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### Education and Care Services National Regulations

Reg. 99	Children leaving the education and care service premises
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures

### My Time, Our Place

1.1	Children feel safe, secure and supported
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### Policy Statement

The safety and welfare of all children enrolled at WRBASC is of paramount importance. If a child does not attend the Centre when they are expected to, all reasonable steps will be taken to contact their parents, carers and/or other authorised contacts to locate them. It is most important that parents and carers are aware of their obligation to notify the Centre if their child will not be attending. If a child cannot be located after reasonable steps are taken, the matter will be referred to the police.

### Related Policies

- Bookings Policy
- Child Protection Policy
- Communication Policy
- Daily Routines Policy
- Enrolment and Orientation Policy
- Fees Policy
- Hours of Operation Policy

- Management of Incident, Injury and Trauma Policy
- Role of Management Committee Policy
- Staff Child Ratios Policy
- Supervision Policy

## Procedure

### ***Responsibilities of Parents/Guardians***

Parents/guardians must notify the Centre if their child will be absent on a day that they are booked into care. This must be done prior to the date of absence in person, by telephone, online via the “My Family Lounge” app or in writing via email to [info@westrydebasc.com.au](mailto:info@westrydebasc.com.au)

If the parent does not know until the day of the absence that their child will not be attending, they should contact the Centre and inform a staff member as soon as possible on that day, before the start of the afternoon session or before the end of a morning session (i.e 8:45am)

Failure to inform the Centre prior to the commencement of the afternoon session or the end of the morning session (by 8:45am) will result in a \$15 non-notification fee being charged (see Fees Policy).

This requirement will be highlighted in the WRBASC Parent Handbook and reinforced with new families upon enrolment.

### ***Responsibilities of WRBASC Staff***

When advised of an absence by a parent, a staff member must immediately record the absence by marking the child absent during a current session using QK Kiosk or notifying the RP, who will mark the child/ren absent.

#### *Before School Care*

A staff member will mark the attendance roll at the end of the session (when the 8:30am bell rings at the school)

If there are any children who were expected to be in care but who did not attend the Centre, a staff member will make an attempt during the remainder of the morning session to contact the child’s parent to confirm their absence and ascertain when they are expected to return to the Centre in the afternoon.

#### *After School Care*

The attendance roll will be marked by a staff member within 10 minutes of the commencement of the afternoon session. Multiple roll call areas are used in the afternoon to collect children from different age groups.

If there are children who are expected at the Centre and who do not attend, the following steps will be taken by a staff member as soon as possible:

1. Attempt to contact the child’s parent or guardian. If the parent is contacted, and confirms the child’s absence, the staff member should ascertain when the child is expected to return to care and remind the parent of the non-notification fee. An email will be sent with their level warning for the non-notification fee (see Fees Policy)
  
2. If the parent cannot be contacted, or if the parent advises the staff member that the child is supposed to be at the Centre, Centre staff should make reasonable enquiries about the child’s whereabouts, while ensuring that the other children at the Centre are appropriately supervised. Enquiries would normally include:
  - a. Contacting the school office/teacher to check the child’s attendance at school that day.
  - b. Contacting other authorised persons on the child’s enrolment form.
  - c. Physically checking school premises and school bus stop area.
  - d. Continuing to attempt to contact the child’s parents or carers.
  
3. Centre staff are unable to leave the school premises to search for missing or absent children. If the child cannot be located after the above enquiries have been made, and contact has been made with the child’s parents, the parent must assume responsibility for their child. Centre staff will provide any assistance and information they are able to.

If the child cannot be located after the above enquiries have been made and attempts to contact the parent of authorised nominees continue to be unsuccessful, the Nominated Supervisor or Responsible Person on duty will contact the police to report the matter and will also contact staff at the school and Management Committee Members for assistance.

**Sources**

- Education and Care Services National Regulations 2011
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority

Date Endorsed: 15/04/2023

Date of Review: 21/05/2024

Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202305	- Minor wording changes - Updated Centre email address	Staff	
V.2.202207	- Updated MTOP - Updated Related Policies - Minor wording update - Updated Sources	Staff	



v.2.202105	- Added marking children absent via app	Staff	
v.2.202005	- No changes		
v.2.201906	- Updated links to NQS and National Regulations - Included specific time for parents to contact the Centre by for morning sessions	Staff Staff	