



Coowarra Out Of School Hours Care Service Inc

Absent and Missing Children Policy

POLICY STATEMENT

Coowarra OOSH aims to ensure the safety and welfare of the children by ensuring clear communication and co-operation between the centre, parent/guardian and the school. Coowarra OOSH responsibility for children commences when they are signed into care by either parents or by an educator at the school.

PROCEDURES

Absent Children

- Parent/guardians are to advise the centre if their child will be absent on a day that they are booked into care by either email, text message or phone call.
- If the parent/guardian is aware beforehand, they must inform an Educator in person who must mark the child absent in Hubhello and communicate the information to other Educators via verbal communication.
- If the parent/guardian does not know until the day of, they must ring the centre/send a text message to inform an Educator by 9:30am.
- Should a parent/guardian not advise the centre of a child's absence by 9:30am on a booked day, a fine will be payable as set by Management. If a parent contacts the service after 9:30am, the child will be marked as absent and the non-notification fee will be applied.
- Parent/guardians will be informed of this requirement upon enrolment and through the Family Handbook, detailing the great importance of the centre knowing of a child's absence.
- Should a child not be present at the Hub by 3:10pm, Educators will;
 - Ask the children of their knowledge of the whereabouts of the missing child
 - Approach the school office and ask for information regarding the child's attendance at school,
 - Ring the child's Parent/Guardian/Emergency Contact to ensure the child is not at the school,
 - Ensure all other children are adequately supervised during this time.



Coowarra Out Of School Hours Care Service Inc

- If the parent/guardians/emergency contacts cannot be reached, an Educator will continue calling all numbers provided until contact is made.

Missing children

- If the child attended school and is expected to attend the centre, then Educators will;
 - Inform the school of the missing child,
 - Ask them to find out if the teacher is aware of the parent/guardian or anyone else collecting the child and assist in the search of the school area,
 - Ensure all the other children are adequately supervised during this time.
- If the child is still not found then the Educators will;
 - Try to make contact with the parent/guardian/emergency contact to inform them and find out any further information,
 - Continue to keep in contact with the school and parent/guardian/emergency contact.
- If the child remains missing;
 - The parent/guardian/emergency contact are to be kept informed and further action is to be decided by the parent/guardian/emergency contact.
- If the child is still not found then the Responsible person will:
 - Contact the police
 - Continue to keep in contact with the school and child's family
 - Ensure all other children are well supervised during the time

Run away children

- On advice from Regulatory Authority, Educators are not to chase children who run away from the Service as it puts the remaining children with incorrect Staff:child ratios
- The following steps will be taken:
 - Families are informed on enrolment that Educators will not chase a child who runs away from the Service.



Coowarra Out Of School Hours Care Service Inc

- Educators will be informed of any special needs children that may wander away from the Service.
- If the family is unable to be contacted an authorised person listed on the child's enrolment form will be contacted.
- If Educators are unable to contact a parent, guardian or authorised person then the Police will be informed.
- If the child is hurt or injured in anyway outside the Service grounds, the Organisations Management, Educators or any other authorised person will not be held liable as it is our Organisations Policy that children must remain within the boundaries set out by the Educators.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation
	Standard 2.3 and 7.3	- Parent Handbook - Staff Handbook - Enrolment and Orientation Policy - Adequate supervision - Management of incident/trauma/illness - Communication - Staff:Child ratios - Dropping off & picking up children - Transportation - Walking children to and from school

Updated and endorsed: March 2025

Due for review May 2027