

## 2.11 Duty of Care- Non Attending Children/Young People

### Policy Statement

The service recognises that on occasion, children may arrive at or be brought to the service when they are:

- Enrolled in the service but have not been booked in for a session; or
- Not enrolled at the service and have not been collected by their parent/guardian.

For whatever reason assistance is sought, the SAC employees shall at all times be required to observe both their duty of care and statutory obligations to the best of their knowledge and capacity to ensure the safety and wellbeing of the child.

### Procedures

For Children Enrolled in the service but have not been booked in for a session

- Coordinator or Responsible Person will attempt to contact parent/guardian or authorised emergency contact
- If no contact is made a message will be left and the child booked into the session

For children not enrolled at the service and have not been collected by their parent/guardian

- Children will be redirected to the office; and
- Communicate with the office by telephone or in person that the child has been referred to the office for collection by parents or guardians.

If the school office is unattended, the Coordinator shall implement the following procedure when observing their duty of care for self-referred children or children who have not been collected from school and who are not currently enrolled in the service:

- Make reasonable attempts to call parents or authorised persons (including the school Principal or Administration) known to the child
- Ensure the children are safe and secure but not participating in the activities of the service; and
- Call the police for support when a reasonable time has passed without any notification.

#### References:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3; 6.1, 6.3; 7.3.*
- *Policies: 2.3 – Educator to Child Ratios, 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families*

Date of Development	Reason for Modification	Date Ratified	Date of Review