

2.12 Managing Duty of Care – Children who arrive at the service without a booking

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/carer.
- A non-booking fee may be applied

For whatever reason assistance is sought, the Educators shall always 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.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS (National Quality Standard) 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.*



Procedures

The service shall endeavour to establish a mutually beneficial relationship with the school (if appropriate) to ensure that the duty of care is upheld by all parties involved. To this extent the service will:

- Follow school procedure by sending children to the office if they are not booked into service; and
- Communicate with the office by telephone or in person that the child has been referred to the office for collection by parents or carers.
- Or in the event a child is dropped off during vacation care without a booking, the child must be supervised while attempts are made to contact the parent / carer / guardian to collect the child. FAMILIES MUST BE INFORMED THAT CHILD – EDUCATOR RATIOS MUST BE MAINTAINED AND THE PARENT / CARER / GUARDIAN MUST RETURN TO COLLECT THE CHILD OR SUSPENSION OR CANCELLATION OF ENROLMENT WILL BE UNDERTAKEN

If the school office is unattended, the Responsible Person/Coordinator shall observe the following procedure when recording self-referred children as attending and who are currently enrolled at the service:

- Make reasonable attempts to call parents / carer / guardian or authorised persons; and
- Ensure strict adherence to child to educator ratios and other legislative guidelines.

If the school office is unattended, the coordinator/responsible person 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 / carers / guardians or authorised persons (including the school Principal or Administration) known to the child; (unless during vacation care)
- Ensure the children are safe and secure but not participating in the activities of the service; and
- Ensure all emergency contacts have been called and ensure every effort has been made to contact someone on the enrolment form

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	August 2018	March 2021	May 2021
		January 2022	May 2022
		May 2025	May 2025