



# MISSING CHILD PROCEDURE

Educators have a duty of care to ensure children are supervised at all times, maintaining safe and secure environments, whilst adhering to Education and Care Services National Law and National Regulations. Supervision, together with thoughtful design and arrangement of children’s environments, assists in the prevention and severity of injury to children.

Educators are to follow the *Supervision Policy* and conduct regular attendance monitoring throughout the day to ensure all children are accounted for at all times of the day where education and care is provided.

Working in conjunction with the *Supervision Policy* and *Delivery of children to, and Collection from EEC Service Policy*, this procedure provides detailed steps for educators to follow if a child appears missing or unaccounted for while being educated or cared for under the supervision of the Service, including whilst on excursions.

Educators will follow the *Missing Child During Regular Transport Procedure* if a child is missing or unaccounted for during transportation to or from the Service.

Education and Care Services National Law or Regulations (S. 165, 167, 174. R. 100, 101, 115, 121, 122 and 168) NQS QA 2: Element 2.1.2 and 2.2.2 Health practices and procedures  
 Related Policies: *Supervision Policy, Delivery of children to, and collection from EEC Service Policy, Lockdown Policy*

MISSING CHILD PROCEDURE		
1	The educator who has made the discovery of the missing or unaccounted child is to remain calm and notify the nominated supervisor/responsible person, including confirming the name of the child missing	
2	The lead educator will cross check the attendance record to ensure the child hasn’t been collected by an authorised person and signed out	
3	The nominated supervisor/responsible person will contact the child’s parents to confirm if the child has been collected from the Service	
4	An educator is to attempt to locate the child immediately by conducting a thorough search of the immediate area premises (checking any areas that a child could be locked into by accident)	
5	The nominated supervisor/responsible person will notify all educators and staff of the missing child	

6	Educators are to implement the <i>Lockdown Policy</i> to ensure all children are accounted for and to maintain supervision for other children	
7	Lead educators are to confirm the number of children in attendance to the nominated supervisor/responsible person	
8	Ensure one educator (consider ratios) is to remain with each group of children maintaining supervision by leading a group activity (reading a story etc.)	
9	<p>The remaining educators and staff, along with management are to conduct a comprehensive, coordinated search of the Service, ensuring the following areas are searched:</p> <ul style="list-style-type: none"> <li>• storerooms</li> <li>• cupboards</li> <li>• play equipment</li> <li>• fixed play equipment</li> <li>• cubby houses</li> <li>• hidden or obstructed areas in the indoor and outdoor environment</li> <li>• ensure all exit doors and gates are closed and locked</li> </ul>	
10	<p>If the missing or unaccounted child has not be located within 10 minutes, the nominated supervisor/responsible person will notify the Police by calling 000 to advise of the missing or unaccounted child</p> <p>The following details are to be provided to police/emergency services:</p> <ul style="list-style-type: none"> <li>• name of child</li> <li>• age of child</li> <li>• physical description of child</li> <li>• details of where the child was last seen</li> <li>• any identifying features or clothing</li> <li>• photograph of child if possible</li> </ul>	
11	Educators are to be assigned to all entry/exits of the Service to prevent children/adults from leaving the Service premises	
12	Educators will assist police/emergency services to search for the child	
13	Educators are to administer first aid as per <i>Administration of First Aid Policy</i> and procedure, including commencing CPR and contacting an ambulance as required when the child is found	
14	The nominated supervisor/responsible person will contact the child's parents as soon as possible	
15	The nominated supervisor is to remain in contact with the child's parents and Police/emergency services for updates regarding the child's location	

MISSING CHILD DURING AN EXCURSION		
1	Educators are to conduct head counts at regular intervals during the excursion, including prior to leaving the Service, moving between sections of the venue and leaving the venue	
2	The educator who has made the discovery of the missing or unaccounted child is to remain calm and notify the excursion coordinator, including confirming the name of the child missing	
3	The excursion coordinator will cross check the attendance record to ensure the child hasn't been collected by an authorised person and signed out	
4	The excursion coordinator will contact the child's parents to confirm if the child has been collected from the service	
5	An educator is to attempt to locate the child immediately by conducting a thorough search of the immediate venue premises (checking any areas that a child could be locked into by accident)	
6	The excursion coordinator will notify all educators, volunteers and event staff (if required) of the missing child	
7	Ensure one educator (consider ratios) is to remain with each group of children maintaining supervision by leading a group activity (reading a story etc.)	
8	<p>The remaining educators and volunteers, along with event staff (as required) are to conduct a comprehensive, coordinated search of the venue, ensuring the following areas are searched:</p> <ul style="list-style-type: none"> <li>• toilets</li> <li>• seating areas</li> <li>• common pathways/hallways</li> <li>• surrounding environments</li> <li>• hidden or obstructed areas in the indoor and outdoor environment</li> <li>• ensure all exit doors and gates are closed and locked (where possible)</li> </ul>	
9	<p>If the missing or unaccounted child has not be located within 10 minutes, the excursion coordinator will notify the Police by calling 000.</p> <p>The following details are to be provided to police/emergency services:</p> <ul style="list-style-type: none"> <li>• name of child</li> <li>• age of child</li> <li>• physical description of child</li> <li>• details of where the child was last seen</li> <li>• any identifying features or clothing</li> <li>• photograph of child if possible</li> </ul>	
10	Educators are to be assigned to all entry/exits of the venue to prevent children/adults from leaving the venue premises (if possible)	
11	Educators are to administer first aid as per <i>Administration of First Aid Policy</i> and procedure, including commencing CPR and contacting an ambulance as required when the child is found	

12	Educators and volunteers will assist police/emergency services to search for the child (as required)	
13	The excursion coordinator will collaborate with the nominated supervisor/responsible person and arrange transportation of other children back to the Service	
14	The nominated supervisor/responsible person will contact the child's parents as soon as possible	
15	The nominated supervisor is to remain in contact with the child's parents and Police/emergency services for updates regarding the child's location	

#### FOLLOWING AN INCIDENT

1	Relevant educators and staff in the missing or unaccounted child's room are to complete a detailed statement, explaining the incident that has occurred. This must be done on the same day and include the date and time along with signature of person who has written the statement.	
2	The nominated supervisor will notify the regulatory authority through the NQITS within 24 hours of becoming aware of a serious incident	
3	The nominated supervisor will conduct a review of the incident and supervision practices, including an assessment of areas for improvement	

#### REVIEW OF PROCEDURE

Date procedure created	12.5.2026	To be reviewed	MAY 2027
Approved by	Michelle Donadel	Signature	<i>Michelle Donadel</i>
Procedure Reviewed Date	Modifications/Changes		
April 2025	Procedure reviewed: new sections added regarding missing child during excursion and following an incident		