

Child Not Collected – Procedure PO180-10

1. AIM

Children's safety is always prioritised.

2. PROCEDURE

1. If a child has not been collected before closing time, every effort will be made to contact all the people named on the enrolment form as people who may collect the child.
2. Two staff will stay with the child at the Centre until s/he has been collected (overnight if required).
3. Staff will contact the supervisor who will make every effort to come back to the Centre to relieve one of the waiting staff members.
4. The staff remaining at the Centre with the child will continue to try to contact the child's whānau. If unable to make contact with whānau by 6.30pm, police will be called to report the situation.
5. If any child has not been collected by 6pm, a report will be made to the MOE the following day.

Document information – Office use only	
Document Name	Child Not Collected
Document Number	PO180-10
Executive	Executive Director, Student and Academic Services
Owner	Executive Director, Student and Academic Services
Developer	Supervisor Children Centre
Review Frequency	24
Last Review	22/03/2026
Next Review	22/03/2028
Related Items	Health, Safety and Wellbeing – Policy QS180 Emergency Procedures & Policies
Version history	New format July 2020 Migrated format March 2023 Reviewed for EIT as independent entity March 2026