

South Bank Corporation Procedure

Marketing

SUBJECT: Lost and Found Children
DATE CREATED: December 2007
REVIEW DATE: Annual

Policy

To ensure all lost/found children are re-united with their parents or guardians within the shortest possible time and with the least amount of stress.

Special notes

Any South Bank Corporation staff member or contractor being advised of a lost or missing person is to contact the Security Control Room immediately and advise the person to proceed to the Visitor Information Centre to provide more detailed information. In the case of a found child they are to bring them directly to the Visitor Information Centre.

Explain the following to the parent/carer or child (if appropriate):

- Our VIC staff will take full details from you;
- Security will broadcast the details by radio to all staff on site;
- We will get your mobile number from you – so that we can stay in touch with you;
- Show empathy and endeavour to keep the parent/carer calm; and
- Assure them that we will do everything to help them.

Police must be notified immediately if:

- Child has been missing for more than two hours; and/or
- There are any suspicious circumstances.

If the lost child does not acknowledge or appear to recognize the person claiming them, Security must be informed.

Procedure

Lost Child

- Briefly explain to the concerned parent/guardian – the process you are about to undertake as above.
- VIC staff member to prepare a "Lost/found child" form. (Do not ask the parent/carer to complete)
 - Document child's details - name, age, clothing, hair colour etc and verify the location and time the child was last seen
 - Obtain the name and a mobile phone contact for the person making the report and double check that it is accurate
- Notify Security Control and give all details.
- Advise the person to stay in a central location and to make regular checks back to the VIC for an update.
- When child is located, complete the "Lost/found child" form and advise Security Control.
- File form in "Lost/found child" folder at tour desk.

Found Child

- Record on the "Lost/Found Child" form as many of the child's details as you can obtain.
- Notify Security Control immediately and keep in contact with them.
- Ensure child remains in VIC until they are reunited
 - Do not feed the child.
 - If a toilet stop is needed – a male should take a male child and a female should take a female child.
 - Use a towel to keep the child warm where necessary.