



MISSING PARTICIPANT POLICY & PROCEDURE

PURPOSE

The aim of this policy is to set out the instructions for when a participant has been declared as missing while attending a Heads Together event.

PROCEDURE

Identifying the risk

The level of support and participant's safety risks are to be documented in their file and plans to ensure appropriate action can be taken if a participant's whereabouts are unknown. A risk assessment of the environment where the activity or program will take place to identify the level of risk.

Confirming if a Participant is missing

- Ask other Participants and staff if they have seen the Participant.
- If the answer is "No," then a search of the immediate area must be carried out. An immediate search of the premises should include all rooms, large cupboards, toilets and surrounding areas. This may also include checking yards and nearby properties and behind large bushes.
- One staff member or volunteer must stay with the remaining participants in an agreed location
- If there is only one staff member or volunteer with a group of participants they must stay with the remaining group at all times. Complete a visual search and then call the Program Coordinator/First Aid Volunteer immediately for further instruction/support.

Participant is declared missing

- If the Participant cannot be located within 15 mins, staff must telephone the police (000) to report the missing Participant.
- If the environment has been assessed as high risk (e.g. the beach, the city, busy public venue) after a check of the immediate area has been completed, the missing Participant must be reported to the police immediately.
- Wait for Police to arrive, follow Police instructions and provide them with details of the Participant.
- At no point is the Searcher to leave the location until the police arrive, and they are then instructed by the police.



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Informing and Reporting

- The Program Coordinator/First Aid Volunteer must be notified so that a support plan can be put into action.
- The following details should be given to the Program Coordinator/First Aid Volunteer:
 - Your exact location and identify all Participants present
 - Participant's name that is missing.
 - When and where the Participant was last seen.
 - Whether the Participant is known to wander, is vulnerable or has a previous history of violence.
 - How the Participant was dressed.
 - Medical concerns.
 - Police details
- Follow the Directions of the Program Coordinator/First Aid Volunteer
- The Program Coordinator/First Aid Volunteer must inform the missing Participant's family and the Venue staff.

The Participant has been located

- The Program Coordinator/First Aid Volunteer is to call the Police immediately once the Participant has been found.
- The Program Coordinator/First Aid Volunteer will then notify the family.
- The Program Coordinator/First Aid Volunteer is required to complete a first aid observation, if required call an ambulance and await the Police arrival

Incident Reporting

An Incident Report must be completed including when contact was made with the police. The incident report must be completed within 24 hours of the incident occurring.



TIMELINE

