

Collection by Parents/ Carers

Guidelines on Late Collections

Late collections can present clubs and coaches with difficulties. Parents/guardians should be made aware of the club's policy in regarding this issue.

Clubs should:

- Provide parents/guardians with guidelines addressing the issue, outlining their responsibility and the consequences of late collections
- Have contact numbers for parents/guardians and if possible be provided with an alternative contact number
- Call all contact numbers for parents and emergency contacts at least once a year to ensure they are correct
- Hold a register naming persons who have permission to collect players from sessions and if there are any persons who the child should NOT be released too. This register should also note children who have permission to make their own way home unaccompanied
- Remind parents regularly and at least once per-season to check and update the club/coach of any changes to either their personal contact details or those of the emergency contacts provided

Parents/guardians should:

- Have a contact number for the club/coach to inform them of emergencies and possible late collections
- Update the club/coach as soon as there is a change to either their own contact details or those of the emergency contact

In the event of a late collection, **coaches/volunteers should**:

- Attempt to contact the parent/guardian, if they do not answer a phone call leave a voice message AND send a text message
- Make contact with the Club Child Protection Officer (CPO) to inform them of the situation or another club official if the CPO is unavailable
- Call the young person's emergency contact if the wait is prolonged and the coach has been unable to make contact with the parent/guardian
- Wait with the young person. Wherever possible do so in the company of other people
- Remind parents of the policy in relation to late collections

In the event of a late collection, **coaches/volunteers should not**:

- Take the child to their own home or to any other location
- Ask the child to wait alone with them in their vehicle
- Send the child home with another person without parental permission. Parents should be informed that it is not the responsibility of the club to transport children if the parent/guardian is delayed