

COLLECTION ARRANGMENTS, INCLUDING LATE COLLECTIONS

Collection

Clubs need to consider the collection arrangements for their swimmers and venue, considering and answering the following questions will help clubs define their collection processes:

- Does the club know what the collection plans are for each child in their care – are they to be picked up and if so by who, is there anyone who is not allowed to pick the child up? – ensuring this information is collected as part of the membership sign up process each year is advised
- Can the child leave and make their own way home?
- What is the process for letting the club know about a one off change to normal collection plans?
- If a coach/teacher has back to back classes or the session takes place in a public venue has the club clearly notified parents when the clubs duty of care finishes and when the parents re-starts, even if the parent is not present?

Late Collections

Can present clubs and coaches/teachers/volunteers with particular difficulties. Parents/guardians should be made aware of the clubs policy in regarding this issue.

Clubs should:

- Make sure swimmers know what to do and who to go and speak to if they have not been collected
- If the coach/teacher takes back to back classes there should be another person designated or an identified place to go and wait e.g. a bench in the pool reception or a pool side seat
- 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 swimmers from sessions and if there are any persons who the child should NOT be released too. This register should also note children who has permission to make their own way home unaccompanied
- Remind parents/guardians 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 Wellbeing & Protection Officer (WPO) to inform them of the situation or another club official if the WPO 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

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