



I01 Notification of Incident

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Incident

Provider

Provider Name	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Isabella Plains Child Care & Education Centre
Service Approval Number	SE-00009796
Service Approval Status	Approved

Incident Details

Incident Type	Reg 12-Any circumstance where a child being educated and cared for by an education and care service is mistakenly locked in or locked out of the education and care service premises or any part of the premises
Incident Date	6/04/2023
Incident Time	09:50 AM
Location	Indoors
Sub Location	Storage area
Did Emergency Services attend	No



Further Details of the Incident

At 9:50 am **P01P01** (Educator) was inside the toddler room with 4 children (2 toddler age and 2 preschool age) implementing indoor/outdoor play. The main sliding door to the toddler room was open and another educator was just outside the door. When inside **P01** entered the storeroom to collect another child's easter hat and basket. It was at this point **P01** (child) had followed behind **P01** into the storeroom. **P01** then said "**P01** we need to move out of here" **P01** then walked in front of **P01** and exited the storeroom. **P01** then exited the storeroom ensured **P01** was in the room and pulled the storeroom door, thinking that it had closed. **P01** walked to the bench area in the toddler room to put the hat and basket on the bench and at this stage all the toddler and preschool room entered the space excitedly for easter stories. Following the children inside where Educators **P01 P01P01**, **P01** and **P01** a total of 5 educators inside including **P01 P01** had walked near the store room door and said to **P01** "I can hear crying" it was at this stage **P01** immediately went over to **P01** and opened the store room door as that's where the sound was coming from. Just inside the storeroom was **P01**, **P01** picked up **P01** and offered comfort and reassurance, **P01** settled with educator support and then went outside to join peers on the easter egg hunt. The total time from **P01** closing the storeroom door to finding **P01** in the storeroom would have been no more than 1-2mins. As a service we have continued to improve handles and latches on the doors to reduce the risk of children accidentally entering this space. Recently we have installed push pin handle's to the preschool and toddler store room doors. These handles can only be pulled down to open by an adult after entering a 5 digit pin. We have installed clear signage on both doors stating Staff Only and keep door closed, these handles are located high up the door and out of reach to children. The educators have been reminded to test the door closure after exiting the storeroom to ensure it is secured.

Details of Action Taken (e.g. First Aid)

No first aid required, Comfort and support offered to child.

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification

P01 attempted to call parent **P01** 06/04/2023 at approximately 10:55am 06/04/2023 via phone after settling **P01** and assisting with the room routine. **P01** has left a voice mail for mum to call the service as **P01** is currently working. Manager **P01** **P01** has spoken with **P01** at 12:21pm when she called the service back. Manager informed her of incident

Name of Witness to the incident

P01 P01

Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future

As a service look at adding self closing hinge/door closer to ensure the door is fully latched closed.

Photos and Evidentiary Documents

April 6 2023 educator room Sign in and out.pdf	educator sign in and out
Child incident form (yet to be signed by family).pdf	child incident form parents are yet to sign will provide updated form when signed
Email communication to all educators April 6 2023.pdf	communication to all educators
IPECC attendance roll 6 April 2023.pdf	child attendance



IPECC Communities at Work Roster - April 3rd 2023.pdf	Staffing roster
Story park communication to all educators April 6 2023.pdf	communication to educators
toddler store room closed.jpg	toddler store room door
Toddler store room.jpg	toddler store room door

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01 P01
Parent's Email	P03
Parent(s)/Guardians(s) Phone	P03
Duration Locked in/out	Less than 10 mins

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01