



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	NEST EARLY EDUCATION SERVICES PTY LTD
Provider Number	PR-40026948
Provider Approval Status	Approved

Service

Service Legal Entity Name	Nest Early Education Services Pty Ltd
Service Trading Name	Nido Early School Franklin
Service Approval Number	SE-40015950
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 appears to be missing or cannot be accounted for
Incident Date	21/09/2023
Incident Time	12:58 AM
Did Emergency Services attend	No
Further Details of the Incident	<p>Kinder 2 children line up at the door to go inside at 12.56pm A head count is conducted then children and P01 P01 go inside P01 P01 checks the yard then goes inside at 12.58pm P01 P01 comes outside to clean and finds P01 P01 at 1.11pm, she asks her what she is looking for and if she is ok P01 P01 then returns P01 to her room in Kinder 2 P01 P01 and P01 P01 Speak with P01 P01 then she engages in an activity P01 P01 Notified P01 P01 executive service manager at 1.20pm P01 P01 Notifies P01 area manager at 1.48pm P01 P01 starts the investigation, investigation in ongoing. After reviewing CCTV footage after the headcount was conducted P01 P01 is seen to move away from the group and walk behind a wooden structure next to the kinder 2 door she was not seen be P01 P01 as she conducted the yard perimeter check. Investigation is ongoing we will upload documents as the investigation continues.</p>



Details of Action Taken (e.g. First Aid)	P01 P01 was comforted and Educators ensured her well being was ok, P01 P01 Executive Service Manager was told of the incident then P01 P01 Area Manager was told of the incident. an investigation was started and is still ongoing.
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	P01 P01 attempted call P01 P01 (mother) at 2.40pm and 3.20pm on the 21.9.23 by phone with no answer. P01 P01 then attempted to call P01 P01 (father) at 3.22pm on the 21.9.23 by phone with no answer. P01 P01 then spoke P01 P01 in person on the 21.9.23 at time of collection at 4.10pm. P01 P01 then spoke with P01 and P01 P01 by email on the 22.9.23 at 10.41am
Name of Witness to the incident	P01 P01 , P01 P01 P01 (P01) P01
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	When Conducting head counts Educators will ensure that children are marked off on the paper roll and physically sighted during transitions. Children will be marked off before exiting the play space and then again when entering the play space. Educators are to conducted ratio checks on paper every 30 mins and to mark children off against the attendance roll. Educators are to do head counts on the playground app every 30 mins and mark the children by name.
Photos and Evidentiary Documents	
Attendance Summary Kinder 2 - 21.9.23.pdf	Attendance Summary Kinder 2
P01 P01 Incident 21.9.23.pdf	Incident report
Investigation Timeline - Franklin 21.9.23.docx	Investigation timeline
working directly and ratio Kinder 2 21.9.23.pdf	working directly and ratio checks Kinder 2

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
Missing Type	Child unattended outdoors - found by staff
Duration Missing	More than 10 mins but less than 30 mins

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: **P01** **P01**