



From: CECA
Sent: Tuesday, 6 May 2025 12:50 PM
To: EDU Complaints CECA
Cc: Colosimo, Vittorio
Subject: FW: Incident at Nicholls Joint Facility – Request for Information Regarding Notification and Investigation
Attachments: Re: Incident at Nicholls Joint Facility on 24th February 2025; Statement from P01 P01_240225.pdf
Categories: P01 P01

OFFICIAL: Sensitive - Legislative Secrecy

From: P01 P01
Sent: Tuesday, 6 May 2025 12:32 PM
To: CECA
Cc: P01
Subject: Incident at Nicholls Joint Facility – Request for Information Regarding Notification and Investigation

You don't often get email from P03. [Learn why this is important](#)

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Dear CECA Team,

I am writing to formally raise a concern regarding an incident that occurred at the Nicholls Joint Facility on Monday 24th February 2025, involving my daughter, P01 P01, who was unaccounted for while under the care of TeamKids at the Nicholls Joint Facility for approximately 39 minutes, from the end of the school day at 2:45 PM until she was located and I was verbally notified at 3:24 PM.

Please see email chain below, and attached. Also attached in a statement from a parent on the incident.

Despite multiple follow-ups with TeamKids management, including their regional manager and local facility staff, we (myself and P01's father, P01 P01) have not received any written documentation regarding the investigation of this incident. Specifically, no formal incident investigation report, timeline of actions taken, or findings have been provided, despite our repeated and reasonable requests.

P01 still attends the centre, and I have observed that some positive changes and improvements have been implemented since the incident. However, I am conscious that such improvements, along with the incident itself, need to be properly documented and reviewed through the appropriate regulatory channels to ensure accountability and adherence to national protocols.

We are therefore writing to seek clarity on the following:

1. Has this incident been formally reported to CECA as a "serious incident" in accordance with the requirements of the *Education and Care Services National Law (ACT) Act 2011* and *Regulation 12* of the *National Regulations*?
2. If so, what date was this reported via the National Quality Agenda IT System (NQA ITS)?
3. If it has not been reported, we would like to understand why not, given that the circumstances – a child being unaccounted for while in care – clearly meet the criteria for a serious incident.
4. We would also appreciate guidance on next steps to ensure this matter is appropriately investigated and documented by the service provider.

We are deeply concerned by the lack of communication and transparency from TeamKids, and by the apparent absence of regulatory follow-through. The safety and wellbeing of children in care must be a top priority, and we are committed to ensuring that appropriate accountability and improvement measures are taken.

Please let us know if you require any additional information from us to assist in your review or records.

We look forward to your response.

Kind regards,

P01 P01
(on behalf of myself and P01 P01).

From: P01 P01 <P03 >
Sent: Wednesday, 2 April 2025 4:30 PM
To: P01 <P03 >
Cc: P01 P01 <P01 >; P01 <P01 >; P01 <P03 >
Subject: Re: Follow up from TeamKids phone call

Hi P01,

Thank you for your call Monday afternoon. And my apologies as it was not the regional manager (yourself) who I mentioned in my email, it was the facilities

manager (P01) who you note has since left Team Kids.

Please see attached an email chain I received from Team Kids head office also.

Looking forward to seeing the outcomes from the investigation.

Thanks,

P01.

From: P01 <P03 >
Sent: Monday, 31 March 2025 5:35 PM
To: P03 <P03 >
Cc: P01, P01 <P03 >
Subject: Follow up from TeamKids phone call

Hi P01,

Thank you for taking the time to have a chat to me this afternoon regarding the incident with P01 during sign in time back in February.

I would like to apologise for the miscommunication around this incident, as discussed, I was made aware of it at the time and did investigate and follow up with the team the next day when I came back out to Nicholls, I was however under the impression that the program manager at the time had followed up with you. As I mentioned during our phone call, P01 is no longer employed by TeamKids.

Following the incident involving P01, I personally restructured the sign in routine to ensure all Gold Creek children are able to be accounted for prior to the Holy Spirit children arriving. We have noticed much more efficient sign in processes since the change was implemented.

In the absence of a current program manager at Nicholls, our operations manager - P01, mentor - P01, program manager from another TeamKids service - P01, and / or myself have been onsite during after school care to support and guide the team. This is in addition to our inclusion support officer - P01 working on site each day. Please be assured that we take all incidents seriously and have our most senior people supporting the Nicholls service as it gets settled.

I am glad to hear that P01 is enjoying TeamKids and I look forward to seeing you and her around when I am next at the service.

Please feel free to reach out if you have any further questions or concerns.

I hope you have a lovely evening.

Kind regards

P01

Regional Manager ACT

P03
P03
teamkids.com.au



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