



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	YWCA Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YWCA Macquarie School Age Care
Service Approval Number	SE-00009737
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	26/03/2024
Incident Time	03:29 PM
Did Emergency Services attend	No



Further Details of the Incident	P01 did not arrive at Macquarie after school care, but was confirmed to be in attendance by school staff at approx. 3:10pm. P01's mother P01 P01 was called by an educator (P01 P01) at 3:12pm, but did not pick up so a voice message was left. She was called again at 3:14pm, which she did not pick up, and a text message requesting confirmation that P01 was meant to be absent from afters was sent at 3:14. School staff confirmed at approx. 3:20pm that no one had seen P01 be collected from school. P01's mother was called again at 3:24pm, 3:31pm, 3:39pm and 3:49pm, which were not answered, and another text was sent asking to confirm P01's location at 3:39pm. P01's authorized nominees (P01 P01 & P01 P01 P01) were called respectively at 3:30pm, but neither answered. P01 P01 was contacted again at 3:43pm, and recommended that staff contact P01 through her work phone number, which she provided. P01's workplace was called at 3:48pm, and a voicemail was left asking for P01 to contact afterschool care staff as soon as possible. At this stage all other contacts were unreachable and P01 remained unaccounted for, so Macquarie staff were advised by a Quality Support Officer to contact police. The police were contacted at 3:52pm, and notified of a potential missing child. The school was also notified that police had been contacted regarding P01's whereabouts. At 4:13pm, P01 contacted after school care and informed staff that she had been in a meeting and not seen her missed calls, and confirmed that P01's father had sent a text message informing her that he had collected P01 from school without permission at 3:00pm. The police were called again at 4:16 to notify them of the update, and they confirmed that they had also been in contact with P01's father and knew P01's whereabouts – they recommended that P01 contact them to address the issue further. Please note that there is a P05 P05 The school was notified that P01 had been located at approx. 4:20pm. QSU was also notified that the issue had been resolved.
Details of Action Taken (e.g. First Aid)	Please refer to incident report. Contact to mother P01 on the 26th March 2024. 3:12pm 3:14pm via phone call and text message 3:24pm 3:31pm 3:30pm 3:49pm Contact to emergency contacts at 3:30pm
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	Service followed procedure and were able to locate the child's whereabouts.
Photos and Evidentiary Documents	
P01 P01 - 26.03.24.pdf Incident Report - P01 P01	



Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01 P01
Parent's Email	
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child did not attend - child initiated
Duration Missing	More than 1 hour but less than 3 hours

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01