



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 | Camp Australia Pty Limited |
| Provider Number | PR-00002539 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|--|
| Service Legal Entity Name | |
| Service Trading Name | Camp Australia - Arawang Primary School OSHC |
| Service Approval Number | SE-40003187 |
| Service Approval Status | Approved |

Incident Details

| | |
|--------------------------|---|
| Incident Type | Any circumstances posing risk to health, safety and wellbeing |
| Incident date | 4/03/2025 |
| What action is required? | Any circumstances posing risk to health, safety and wellbeing |
| Risk due to | Localised Issue |



Closed as a result of

On the 4th of March 2025 during the after-school care session at Camp Australia - Arawang Primary School OSHC, the service operated outside of regular ratio due to non-attendance of two Educators.

- Area Manager **P0: P01** was onsite at Arawang OSHC service to conduct a team support visit.
- Area Manager **P0: P01** noticed that two new educators **P01 P01** and **P01 P01** had not arrived for shifts early for induction as requested by Service Leader **P01 P01**. Area Manager **P01 P01** tried to contact both Educators on their mobiles and only reached their voice mails.
- Area Manager **P0: P01** contacted Workforce team to inform them of the educator non-arrivals
- Workforce team contacted both Educator's **P01 P01** and **P01 P01** to find out the reason why they had not arrived at the service with no response.
- Service Coordinator **P01 P01** once signing in all children confirmed that they were over ratio by 10 children with Area Manager **P0: P01** also stepping into ratio, 6-76.
- Arawang School was unable to assist on this day to support supervision.
- Service Coordinator **P01 P01** kept all children inside to ensure supervision and head counts.
- Low risk activities were offered to children and educators used vshape to ensure no OH&S risk.
- Area Manager **P0: P01** contacted two OSHC programs St John Vianney's OSHC and Calwell OSHC to check ratios and attendance and was able to redirect two educators **P01 P01** and **P01 P01** from those services to work at Arawang OSHC.
- Workforce team updated by Area Manager **P0: P01** of changes.
- One staff member **P01 P01** arrived at Arawang at 3.35pm and program in ratio.
- Second staff member **P01 P01** arrived at 3.50pm and Area Manager **P0: P01** could then be not counted in ratio
- There were no incidents during this period of time at the service.

Please upload any relevant documentation

20250306 - Incident Notification - ACT Arawang Primary OSHC.pdf

Form

Contact Details

| | |
|---------------|----------------|
| Name | P0: P01 |
| Phone Number | P03 |
| Email Address | P03 |