



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	KIDS BIZ HOLIDAYS & SPORTS PTY LTD
Provider Number	PR-00008211
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Kids Biz OSHC
Service Approval Number	SE-40003292
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	22/09/2020
Incident Time	03:00 PM
Missing Type	Other
Missing Type (Other)	Child marked absent incorrectly and went home
Duration Missing	More than 1 hour but less than 3 hours
Did Emergency Services attend	No



Further Details of the Incident

At 9.21pm Monday 21/09/2020, P01 P01 (P01's mum) messaged the Kids Biz phone to tell us P01 would be away Wednesday (23/09) afternoon.

P01 (coordinator) read this message the following morning, but misread the message and marked P01 absent for Tuesday afternoon 22/09/2020, instead of Wednesday.

When P01 arrived at after school care he found that he was marked absent. P01 approached P01 and told her he was absent on the roll. P01 told P01 that she thought he was meant to be absent as his mum had sent a message and that maybe he should check the car pick up line to see if his mum was picking him up. The car pick up line is located directly outside the front doors of the service. P01 responded with "oh okay". P01 did not return and was assumed to be picked up.

At 5:30, P01's father P01 arrived to pick up P01 but noticed he had been marked absent. P01 told P01 that she thought P01 was absent this afternoon. P01 mentioned that it was for Wednesday, not today. P01 told P01 that P01 did come at the beginning of the session but was told he was absent. P01 said he would call P01 to check if he rode home.

P01 went outside to call P01 and did not return to the service after making the call. P01 called P01 to confirm whether he had spoken to P01. It was confirmed that he had ridden his bike home.

P01 often rides home on days he does not attend after school care, and had assumed that this was what he was doing when P01 had told him he was absent. P01 knows the route well and his house is approximately a 10 minute bike ride from Mother Teresa School.

When P01 spoke to P01 on the phone he acknowledged that this was a case of human error and they were satisfied that P01 was safe.

Child's Name P01 P01

Child's Date of Birth P02

Child's Gender Male

Details of Action Taken (e.g. First Aid) P01's whereabouts were confirmed with his father and his father was informed of how this error occurred.

P01 (Coordinator) had a meeting with the Regional Manager (P01) to discuss how incidents like this can be avoided in future.

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification P01's father P01 P01 arrived at the service at 5.30pm and spoke with the service coordinator. P01 left the service to call P01. He did not return to the service after making this call, so the coordinator called at 5.34pm to follow up.

Name of parent or guardian notified P01 P01

Email of parent or guardian notified EP01

Phone number of parent or guardian notified P03

Name of Witness to the incident P01



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

The coordinator and regional manager met to discuss how this incident occurred and how it could be avoided in future. The procedure for contacting families when their child has not arrived at the program and has not been marked absent was also reviewed.

Agreed steps include:

- If a child has been marked absent but arrives at the service a staff member will call their parents to confirm where they should be. A child will not be sent away from the service until it has been confirmed with their parent/guardian or school staff where they should be. This procedure will be documented for staff to quickly refer to.
- Staff will be reminded of absence procedures, including double checking details in any text messages or repeating dates back to parents if the absence is advised over the phone. When responding to a text message the staff member will include the full details of the absence – eg. "Thanks for letting us know, I have marked **P01** absent for Wednesday 23 September"
- The above procedures will be discussed during the daily staff meeting on Wednesday 23 September.
- Speaking to all children about what to do if they think they should be at Kids Biz, but are marked absent or not on the roll, and what to do if they aren't picked up by their parents from car line. Children will be made aware that they should speak with a staff member who will contact their parents to confirm where they should be. Head counts are conducted at the start of each afternoon to determine that the number of children present matches the number of children on the roll.
- Reminding all families that there is an app available for marking absences – when families use this it reduces the risk of human error from a staff member incorrectly entering the details

Photos and Evidentiary Documents

22-09-2020-Incident-**P01** **P01P01** incident report 22/09/2020
P01.pdf

Contact Details

Name	P01
Phone Number	P03
Email Address	P01