



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	Think Childcare Services Pty Ltd
Provider Number	PR-40000153
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Nido Early School Franklin
Service Approval Number	SE-40015950
Service Approval Status	Approved

Incident Details

Incident Type	Reg 175-Any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service
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Please supply the following information:

- Detailed description of the incident including nature of risk, cause etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the risk
- Any other relevant information

A child (P01) was collected by their father around 9.45 am from the centre and advised that he would return her at around 2 - 2.30 pm. Later that day approx 1.00 pm asking to see how her daughter was, which she never really does. She was then advised that P01P01 (father) had taken her earlier and was due to return her. P01 (Mother) then became very upset stating that he was not allowed to collect her and she was notified that we were not aware of this and was there a court order in place to confirm this ? There was also nothing of file to clarify or confirm that we were unable to release the child to her father. The mother continued to be very upset and that she would call the police and that we should not have allowed this to happen. P01 (Educational Leader) reiterated that due to the fact that there was not any court order with restrictions on file we were not obligated to prevent the father from taking his daughter from the centre. The child was then returned at 1.54 pm and when she was in her classroom with educators and the father had left P01 called mum t advise she was back at the centre and safe and could she come in for a meeting to clarify what the situation was and what we required to ensure the safety of her child and systems were put in place.

As P01 was on the phone the police arrived and during the time we informed them what had happened and they stated that we had followed the process correctly and that P01 (Mum) had not given us appropriate paperwork. P01 arrived whilst the police were still at the centre and they took her into a private room and had a meeting.

After the meeting the police advised that P01 had been given dodgy information and even though dad was to pay 100% child support this was not adequate for him to have access to his child. P01 and P01 had a chat with P01 and discussed in detail what the centre needed from a legislative and compliance perspective if she did not wish for P01 to collect his child. We stated that due to the circumstances we were not able to prevent him taking P01 of sight but we were happy to keep communicating with her and if she contacted us to advise when he was collecting P01 and if he had arrived to collect P01 and we had not heard from P01 we would give her a courtesy call. We confirmed that we had P01's safety at best interest and understand that it is difficult but we ask that the families personal issues be left outside the centre to ensure the safety and wellbeing of all children and staff. She asked if we had ID checked him and we stated that we had followed all the appropriate procedure before they left. Keeping in mind this was not the first time he had collected P01. I have attached file notes from all educators involved and also documentation from P01 stating that P01 would be collecting P01 from the centre.

Incident date	23/10/2020
Risk due to	Localised Issue
Please upload any relevant documentation	
23102020 file notes.pdf	File notes

Contact Details

Name P01 P01

Submitted By: P(P01)



ACT
Government
Education

Notification Number: **NOT-40481616**
Date generated: 23/10/2020

Phone Number

P03

Email Address

P03

Submitted By: P(P01)