



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 | Canberra Grammar School |
| Provider Number | PR-00005816 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|---|
| Service Legal Entity Name | Canberra Grammar School |
| Service Trading Name | Canberra Grammar School Early Learning Centre |
| Service Approval Number | SE-00009655 |
| 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 | 4/10/2023 |
| Incident Time | 02:23 PM |
| Did Emergency Services attend | No |
| Further Details of the Incident | <p>Summary of the incident: At 2:23pm the ELC program exited Belconnen Mall. They conducted a head count and counted 22 children but we should have had 23. P01 P01 then conducted a roll call and at this stage, it was apparent that P01 P01 was not present. P01 P01, P01 P01 and P01 P01 re-entered Belconnen Mall and retraced the steps taken. P01 P01 arrived back at Hoyts Belconnen and P01 was with a Hoyts staff member. P01 and the educators then made their way back to the remainder of the group.</p> <p>Time by time account: 2:13pm – P01 P01 conducted a roll call and all children were present and accounted for. At this point, 2 children said they need to go to the bathroom, so P01 went with them. Shortly after, another 2 children said they needed to go to the bathroom and P01 went with them. Of these 4 children that asked to go to the bathroom, none of them were P01.</p> |

Submitted By: P01 P01



Prior to leaving the bathroom, P01 called out to see if any other CGS children were present in the bathroom. No one responded.

2:18 – P01 P01 conducted two head counts and confirmed there were 23 children present. At this point educators spread out between the group and they made their way through the mall to the exit.

2:23pm – The ELC program exited Belconnen Mall. They conducted a head count and counted 22 children but we should have had 23. P01 P01 then conducted a roll call and at this stage, it was apparent that P01 P01 was not present. P01 P01, P01 P01 and P01 P01 re-entered Belconnen Mall and retraced the steps taken. P01 P01 arrived back at Hoyts Belconnen and P01 was with a Hoyts staff member.

2:25pm – P01P01 received a voicemail from Hoyts Belconnen informing that they had a child from CGS with them.

2:28pm - P01P01 called P01 P01 to see if any further assistance was needed. P01 informed P01 that they had P01 and they were on their way back to the remainder of the group.

2:30pm – P01 and the educators rejoined the group.

3:10pm – The bus arrived at school. As the children exited the bus, a head count was conducted and 23 children exited the bus

3:15pm – Upon arrival to the ELC, P01P01 conducted a roll call. All children were present and accounted for.

3:20pm – P01P01 spoke to P01 about what happened at the movies.

At first she said she informed an educator that she needed to go to the toilet. When asked to identify the educator, she said 'No I didn't tell anyone'.

P01 ensured that P01 was ok and praised her for going to the Hoyts staff for help.

3:23pm – P01 P01, P01 and P01 P01 came to ELC to take over whilst the educators could conduct a de-brief with P01P01.

During this debrief we spoke about what exactly happened, what we can do differently next time and reminders of the procedures we have in place. They all were going to send an account of what happened to P01P01 as soon as possible.

This debrief took 17minutes. Educators then took an additional 5 minutes prior to returning to the classroom.

4:05pm – P01P01 called P01 P01 to inform her of the incident. As P01 was already on her way to school, the conversation was brief and they were going to further discuss this on her arrival.

4:10pm – P01P01 meet with P01 P01 in the ELC office. She informed P01 of the incident, and the steps we have taken. P01 also informed P01 that she would need to inform the Head of Primary, Director of Business and submit a report to CECA. During this conversation, P01 was thankful for the processes we had in place that allowed us to quickly identify that P01 was missing and then how quickly she re-joined the group. She was also appreciative that we had already reflected on the incident and using this to help inform our practices. In addition, P01 is going to talk to P01 about the importance of going to the toilet with an educator whilst on excursions.



Details of Action Taken (e.g. First Aid)

P01 P01, **P01 P01** and **P01 P01** re-entered Belconnen Mall and retraced the steps taken. **P01 P01** arrived back at Hoyts Belconnen and **P01** was with a Hoyts staff member.

2:28pm - **P01 P01** called **P01 P01** to see if any further assistance was needed. **P01** informed **P01** that they had **P01** and they were on their way back to the remainder of the group.

2:30pm – **P01** and the educators rejoined the group.

3:10pm – The bus arrived at school. As the children exited the bus, a head count was conducted and 23 children exited the bus

3:15pm – Upon arrival to the ELC, **P01 P01** conducted a roll call. All children were present and accounted for.

3:20pm – **P01 P01** spoke to **P01** about what happened at the movies.

At first she said she informed an educator that she needed to go to the toilet. When asked to identify the educator, she said 'No I didn't tell anyone'.

P01 ensured that **P01** was ok and praised her for going to the Hoyts staff for help.

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification

04/10/2023 - 4:05pm – **P01 P01** called **P01 P01** (**P03 P03**) to inform her of the incident. As **P01** was already on her way to school, the conversation was brief and they were going to further discuss this on her arrival.

4:10pm – **P01 P01** meet with **P01 P01** in the ELC office. She informed **P01** of the incident, and the steps we have taken. **P01** also informed **P01** that she would need to inform the Head of Primary, Director of Business and submit a report to CECA. During this conversation, **P01** was thankful for the processes we had in place that allowed us to quickly identify that **P01** was missing and then how quickly she re-joined the group. She was also appreciative that we had already reflected on the incident and using this to help inform our practices. In addition, **P01** is going to talk to **P01** about the importance of going to the toilet with an educator whilst on excursions.

Name of Witness to the incident

P01 P01, **P01 P01**, **P01 P01**, **P01 P01**



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

3:23pm –All educators participated in a debrief. During this we spoke about what exactly happened, what we can do differently next time and reminders of the procedures we have in place. They all were going to send an account of what happened to **P01P01** as soon as possible. This debrief took 17minutes. Educators then took an additional 5 minutes prior to returning to the classroom

Actions we will take to prevent further incidents from occurring:

- **P01P01** and **P01 P01** will review ELC excursions and determine the best way to conduct transitions for the excursions and note these on the Risk Assessment.

In the future, when going to Hoyts, we will walk through the mall in small, predetermined groups e.g each educator being responsible for 5/6 children.

- To ensure consistency in our practices at school and on excursions, all children will be encouraged to go to the bathroom at key transition points e.g prior to departure. This will reduce/eliminate an educator needing to leave the group to take one or two children to the bathroom and in some cases, taking multiple educators away from the group.

- Due to the age of the children, we feel it would be best to conduct roll calls at all transition points

Photos and Evidentiary Documents

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|--------------------------------------|---------------------------------|
| Hoyts.docx | Hoyts Risk Assessment |
| Roll Calls completed 04.10.2023.xlsx | Roll Calls Completed 04.10.2023 |

Child Details

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|------------------------------|---|
| Child's Name | P01 P01 |
| Child's Gender | Female |
| Child's Date of Birth | P02 |
| Parent(s)/Guardians(s) Name | P01 P01 |
| Parent's Email | P03 |
| Parent(s)/Guardians(s) Phone | P03 |
| Missing Type | Child missing while on excursion/regular outing |
| Duration Missing | Less than 10 mins |

Contact Details

| | |
|---------------|---------------|
| Name | P01P01 |
| Phone Number | P03 |
| Email Address | P01 |