



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Gungahlin
Service Approval Number	SE-40005341
Service Approval Status	Approved

Incident Details

Incident Type	Child Missing
Incident Date	15/10/2024
Incident Time	15/10/2024 05:13 PM
Did Emergency Services attend	No
Further Details of the Incident	During the transition to level 1 for family grouping, a child was reported to have entered into the lift with other families who had arrived to pick up their children. Upon arriving at the level a parent informed educators that a child, P01, had entered the lift with her and other families. Upon arriving at the ground level the parent asked other families in the lift if the child was with them and when realising the child was on her own, the parent returned the child back to educators where they were informed of the incident. A headcount was conducted when the children moved from the classroom to the foyer before proceeding to Level 1.
Details of Action Taken (e.g. First Aid)	P01 was assessed for signs of injury and appeared unharmed. No first aid treatment was required. The incident was reported to the Responsible Person who notified the Nominated Supervisor. The incident was also reported to the Portfolio Manager and Guardian's Compliance team. The Nominated Supervisor has commenced conversations with educators to obtain further details into account of events.



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The Responsible Person, P01, notified Mum (educator at the service), P01, P01, of the incident that had occurred at 5:20pm. Follow up email was sent to the family the next day (attached).
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	As part of the immediate actions, the Nominated Supervisor has commenced the fact-finding process. The Nominated Supervisor to revisit policies and procedures with the team in the coming days. Educators are continuing to assess supervision strategies during family grouping and when transitioning spaces. Headcounts have been reinforced and the centre is reviewing the risk assessment to understand any risks or changes that are required. Team memo sent to educators (attached) and communication has been shared with families regarding changes to the transition procedures (attached).
Photos and Evidentiary Documents	
BeSafe P01 P01.pdf	Serious Incident Report

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	TBC
Parent's Email	P03
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child not seen exiting by staff – found by non-staff member
Duration Missing	Less than 10 mins

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03