



213A
EDU

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 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	16/11/2021
Incident Time	04:56 PM
Did Emergency Services attend	No
Further Details of the Incident	I recieved a notification from a family member this morning (17th November 2021) to notify that they found a child in the elevator when they came to pick their child up on Tuesday 16th November 2021. Informed Area Manager on the 17th November 2021. Notified guardian, P01P01 on 17th November 2021. Investigation begun (17th November 2021) to ascertain a time line of events and the details into the incident.



Details of Action Taken (e.g. First Aid)	Educator was present when family opened lift door and discovered unattended child. Educator retrieved child, confirmed child was okay. Child did not appear distressed. Educator returned child to room and notified the Responsible Person on duty. P01 P01 (Executive Service Manager) was notified by email which was read at 9:35 AM this morning. P01 then contacted area manager (P01) to notify of the incident. P01 then phoned the family that emailed to gain further information and discuss what the family had witnessed. Guardian (P01P01) was then notified by phone. Full investigation has begun.
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The Executive Service Manager was notified at 9.35 AM, on the 17th November 2021 further details were sort from the family that notified and guardian was contacted at 12.03 PM on the 17th November 2021.
Name of Witness to the incident	P01 (P01) P01
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Investigation is still ongoing. Will update information as investigation continues.
Photos and Evidentiary Documents	
P01P01 .pdf	Incident Form
Parent Email Notification.pdf	Parent email notification

Child Details	
Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01P01
Parent's Email	
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child unattended indoors - staff notified by non-staff member
Duration Missing	Less than 10 mins

Contact Details	
Name	P01 P01
Phone Number	P03
Email Address	P03