



## 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	Radford College Limited
Provider Number	PR-00005860
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Radford College Limited
Service Trading Name	Radford College Early Learning Centre
Service Approval Number	SE-00009700
Service Approval Status	Approved

#### Incident Details

Incident Type	Injury Trauma
Incident Date	12/09/2024
Incident Time	12/09/2024 04:22 PM
Location	Unknown
Sub Location	Unknown
General Activity at the time	Play-based program
Cause of Injury/Trauma	Child/Child interaction
Did Emergency Services attend	No
Further Details of the Incident	In addition to a strike to p01's head the family believe that changes in p01's behaviour are due to the following: <ul style="list-style-type: none"> <li>• Psychological bullying: including name calling, teasing, cultural and linguistic background (speaking in English vs. Chinese)</li> <li>• Physical bullying: being hit (in the stomach and on the head), scratched</li> <li>• Indirect bullying: including deliberate acts of exclusion</li> </ul>
Details of Action Taken (e.g. First Aid)	pcp01 (Assistant Head of Junior School) spoke with p01's mother p01 on the phone on Thursday 12/09/2024. p01 outlined her concerns for p01's wellbeing and understandably p01 was very upset, so p01 made an appointment to meet with the family in person the next morning, Friday 13/09/2024. During the Friday morning meeting p01's parents p01 (P01) and p01 (p01) disclosed they had taken p01 to Casualty at North Canberra Hospital on Thursday

Submitted By: pCp01



12/9 at 9.53pm. (p01) had been collected from school on Wednesday 11/9 because she vomited). During the meeting p01 (P01) and p01 (p01) outlined their concerns for p01's wellbeing in great detail.

In summary p01's parents reported:  
Changes in p01's behaviour and personality including:  
- Regularly complaining of a sore tummy  
- Complaining of headaches  
- Experiencing nightmares  
- She is often cranky/angry and has been acting out with aggressive behaviour at home and has even lashed out at her baby brother  
- Loss of confidence: p01's parents are worried that the educators working directly with p01 are not following College policies and processes when responding to p01

They believe that the changes in p01's behaviour are a direct result of bullying specifically:  
Psychological bullying: including name calling, teasing, cultural and linguistic background (speaking in English vs. Chinese)  
Physical bullying: being hit (in the stomach and on the head), scratched  
Indirect bullying: including deliberate acts of exclusion e.g. she was not invited to a birthday party

The family have written extensive notes which they shared via email. These notes

p01 alleges a child used a lunchbox to hit her on the head. Our staff have no witness, record or awareness of this happening. On Thursday evening p01's parents took her to Casualty at North Canberra Hospital. Medical staff provided a report outlining an 'assault' describing symptoms of vomiting and dizziness as a result.

On Monday 9/9 a staff member covering breaks at morning tea time reported that p01 was dysregulated and upset saying things like:  
"They said I can't speak Chinese."  
"p01 is the bad guy..."  
"p01 is too little and is a small baby."

On Tuesday 10/9 p01's teacher became aware that p01 was reluctant to come to school and had heightened emotions. This was communicated via an email from p01's parents to the teacher. It was reported by p01 to her parents that three of her peers had hit her making her feel scared. It seems that p01 was reluctant to report this to her educators.

Consequently the family have lost relational trust with the College. They worry that p01 is not in a safe environment and have requested that she be moved from her current class into another class. Moreover, they identified a lack of communication between the school and home and that negative interactions between p01 and her peers weren't reported in a timely manner.

p01 will remain absent from school until the situation has been resolved satisfactorily.

p01 assured p01's parents p01 (P01) and p01 (p01) that a thorough investigation will be conducted and will involve speaking with relevant children and staff members, reviewing any available evidence, and taking appropriate actions based on the findings.

For additional context it's important to note that the family are invested in the cultural connection within this cohort e.g. not only the class WhatsApp group but the separate Chinese families WhatsApp group.



	This group is very active in making comparisons both academically and socially.
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>The College was unaware of these events until the parents contacted the school via email. The family seemed satisfied to wait until Monday 16/9 to discuss their concerns.</p> <p>The initial meeting with p01's parents on Friday 13/9 was held following the family visiting Casualty on Thursday evening. Consequently, the situation and the emotions of the parents had escalated.</p> <p>Another meeting has been arranged with the family on Monday 16/09/2024 to discuss the findings of our investigation, address their requested responses from the College to the alleged incidents and outline how they were actioned to help resolve this situation.</p> <p>During the initial meeting on Friday 13/9 and through follow up emails and phone conversations is it evident and has been confirmed by p01 and P01 several times that they feel the College leadership team are responding appropriately and are grateful for P01 willingness to listen, investigate and take action.</p>
Name of Witness to the incident	Unknown
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>A thorough review of process and policies including:</p> <ul style="list-style-type: none"> <li>- Student management policy</li> <li>- Bullying prevention and intervention policy</li> <li>- Community code of conduct</li> <li>- Child safeguarding procedures</li> </ul> <p>Reflective conversations with staff to understand their perspectives and supports put in place to respond appropriately to their psychosocial safety.</p>
Photos and Evidentiary Documents	
p01 p01 Medical Summary.pdf	Medical Summary

## Child Details

Child's Name	p01 p01
Child's Gender	Female
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	p01 (p01 ) p01
Parent's Email	P03 p01
Parent(s)/Guardians(s) Phone	P03
Was urgent medical attention required by a registered practitioner/hospital?	No
Type of Injury/Trauma	None of the above
Type of Injury/Trauma (none of the above)	Possible concussion or response to stress
Part of the Body	Whole body

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## Contact Details

Name	pCp01
Phone Number	P03
Email Address	P03