



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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
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	6/04/2023
Incident Time	12:00 PM
Did Emergency Services attend	No
Further Details of the Incident	At approx. 12pm an educator walked through the Sea Turtles room and noticed there was a child outside in the top yard and went to check if there was an educator. When she realised there was no educator she spoke with the team and they appeared to not have noticed that the child was in the yard by himself. (CCTV is being reviewed and archived to determine time frames however it is understood at this point that the child may have been unaccounted for in the yard for up to an hour - between 11:30am and 12pm)
Details of Action Taken (e.g. First Aid)	1) Child was checked over and there were no visible injuries 2) Parents contacted and advised



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

On 6 April 2023, **P01** (Assistant Educator) phoned **P01** (Mother) to inform her of the situation. **P01** had trouble understanding **P01** on the phone and **P01** (Lead Educator) took over the phone call to ensure that **P01** understood what **P01** was trying to tell her.

P01 and **P01** (father) came into the service in the afternoon and engaged in a conversation with **P01** **P01** (Centre Manager).

Name of Witness to the incident

P01 **P01** (Assistant Centre Manager, Kinder Haven Symonston),
P01 (Assistant Educator)

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

- 1) Lead Educator has engaged in conversations with the team to remind them of expectations
- 2) NS will be conducting a team meeting on 12/04/23 and Supervision will be a focus
- 3) Investigation to commence
- 4) NS will complete regular centre walk throughs to monitor practice

Photos and Evidentiary Documents

Supporting documents.pdf

Supporting docs

Child Details

Child's Name

P01

Child's Gender

Male

Child's Date of Birth

P02

Parent(s)/Guardians(s) Name

P01

Parent's Email

Parent(s)/Guardians(s) Phone

P03

Missing Type

Child unattended outdoors - found by staff

Duration Missing

More than 30 mins but less than 1 hour

Contact Details

Name

P01 **P01** - Centre Manager

Phone Number

P03

Email Address

P03