



**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            | OORAMA OPERATIONS PTY LIMITED |
| Provider Number          | PR-40001489                   |
| Provider Approval Status | Approved                      |

#### Service

|                           |                                                 |
|---------------------------|-------------------------------------------------|
| Service Legal Entity Name | Stepping Stones Child Care Centre (ACT) Pty Ltd |
| Service Trading Name      | Symonston Kinder Haven                          |
| Service Approval Number   | SE-00009842                                     |
| Service Approval Status   | Approved                                        |

#### Incident Details

|                                          |                                                                                                                                                   |           |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Incident Type                            | Reg 175-Any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service |           |
| Incident date                            | 7/11/2023                                                                                                                                         |           |
| Incident Time                            | AM                                                                                                                                                |           |
| Did Emergency Services attend?           | No                                                                                                                                                |           |
| Risk due to                              | Localised Issue                                                                                                                                   |           |
| Please upload any relevant documentation |                                                                                                                                                   |           |
|                                          | morning attendance.csv                                                                                                                            | Supp docs |
|                                          | roster 7th Nov 23.xlsx                                                                                                                            | Supp docs |
|                                          | WDWC and Ratio records.pdf                                                                                                                        | Supp docs |
|                                          | WDWC memo.docx                                                                                                                                    | Supp docs |



## Incident Management

Steps that were taken or will be taken to prevent or minimise this type of incident in the future

Risk due to

Localised Issue

Localised issue type

Detailed description of the incident including nature of risk, time, cause, etc.

The service was over ratio on 07/11/23 by two team members between 8:30am and 9:00am.

Two team members did not attend work on the day and agency was unable to be secured. Two team members were transferred from Gungahlin Kinder Haven to support the service.

The Area Manager picked up the two team members on her way to the centre and due to traffic, arrived at the centre at approx. 8:55am.

By 9am the service was meeting the required educator to child ratios.

Actions Taken:

- 1) Area Manager reminded the responsible persons to notify the AM as soon as possible in future if a similar situation occurs
- 2) AM will revise the roster to ensure ratios are maintained at all times

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

Parent(s)/Guardians(s) Name

Parent's Email

Parent(s)/Guardians(s) Phone

## Contact Details

Name P01 P01 - Area Manager

Phone Number P03

Email Address P03