



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 175-An allegation of physical or sexual abuse of a child or children at the service (other than an allegation raised as a formal complaint)
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Please supply the following information:

- Detailed description of the incident including nature of risk, cause etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the risk
- Any other relevant information

P01 P01 (Service Administrator) was notified via Whatsapp from **P01** (Lead Educator) at 9.30pm 14/03/2022 that **P01** (**P01** and **P01**'s Father) had contacted her via Facebook that there was a serious incident that he wanted actioning. **P01 P01** (Administration Assistant) seen the message at 6am 15/03/2022 - **P01** was then contacted via phone from **P01 P01** (Service Administrator) at 6.55am 15/03/2022 to address concerns raised. **P01** expressed his devastation and had also mentioned he had emailed the service after hours. (Please see attached email)

Thu 4/14/2022 6:47 PM

Hi **P01**

Both of our children, **P01** and **P01**, have come home with physical injuries and discussed with us that they have been touched in inappropriate ways whilst under your care.

We have taken video of the conversations along with photographs.

Please call me as soon as possible, we are extremely unhappy and have concerns for welfare of ours and other children in the centre.

Regards

P01
P03 / **P03**

Phone conversation items raised

- .Nappy changes
- .Bite mark
- .Inappropriate touching
- .Supervision

Conversation concluded with apologising and assuring a full thorough investigation will be undertaken.

These action items have been communicated with **P01** and **P01** on 15/04/2022 via email

.Next working business day Tuesday 19/04/2022 a full investigation is scheduled to take place.

.Notification made to Children's Education and Care Assurance 15/04/2022

.Each Educator has been rostered accordingly to have individual meetings 19/04/2022 and days following until complete

.Child involved family will be contacted and meeting to be scheduled 19/04/2022

.Supervision policy/procedure to be reviewed 19/04/2022

.Nappy Change policy/procedure to be reviewed 19/04/2022

.Supervision procedures to be reviewed 19/04/2022

.Management meeting has been scheduled on 19/04/2022 with **P01** **P01** - Executive Service Manager and **P01** - People and Quality Leader

P01 and **P01** to be contacted Close of Business 19/04/2022 to communicate outcome of investigation.

Incident date	14/04/2022
Incident Time	06:31 PM
Location	Play Space/Classroom
General activity at the time	Leisure-based program
Interaction Type	Child/Child

Submitted By: **P01 P01**



Did Emergency Services attend? **No**

This notification meets the requirements of the Education & Care Services National Law. You may also be required to notify the incident under your state or territory child protection law.

Please upload any relevant documentation

P01 P01 EMAIL.docx	EMAIL 1 FROM
SENT EMAIL P01 P01 .docx	P01 P01 EMAIL

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**

Phone Number **P03**

Email Address **P03**