



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	Team Holiday Pty Ltd
Provider Number	PR-40002234
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	TeamKids - St Thomas The Apostle Catholic Primary
Service Approval Number	SE-40017549
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	2/10/2020
Incident Time	01:40 PM
Missing Type	Child missing while on excursion/regular outing
Duration Missing	Less than 10 mins
Did Emergency Services attend	No



Further Details of the Incident	<p>On 2 October 2020, the service was preparing the leave the excursion venue of the National Arboretum Canberra, where the children were grouped at the playground. The educators gathered the children from the equipment (including P01, P01) and commenced the walk through the information space, to the where the bus was parked close to the doors to the information space/front entry. One educator led the group and two educators were at the back of the group. When the group reached the bus (around 2-3 minutes after leaving the playground), they completed a head count before boarding, as per excursion procedure. Educators noted a child unaccounted for and immediately realised it was P01, P01. One educator immediately went back into the information space, where P01 had just been brought to the information desk, by a member of the public. This person observed P01 step away from the group, dressed in the TeamKids identifying vest, as the group left the playground and this person was walking with him a short distance behind the educators, delivering him to the information desk. P01 was away from the group for approximately 4-5 minutes.</p>
Child's Name	P01 P01
Child's Date of Birth	P02
Child's Gender	Male
Details of Action Taken (e.g. First Aid)	As previous note
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The child's parents were notified as soon as practicable, when they arrived back at the service by telephone. Both parents were tried and his Father answered.
Name of parent or guardian notified	p01 P01
Email of parent or guardian notified	
Phone number of parent or guardian notified	P03
Name of Witness to the incident	p01 P01
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>TeamKids is conducting a detailed internal investigation. This has already included discussion between educators on the excursion and the Area Manager, who attended the service to reflect when the team arrived back at the service. Educators will provide statements to the Quality & Compliance Team. Reflection on the incident and retraining in relation to excursion practices, will be implemented. Performance reviews will take place and action will be considered at the completion of the internal investigation.</p>
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P03

Submitted By: P01p01



ACT
Government
Education

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