



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	YWCA Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	YWCA Majura School Age Care
Service Trading Name	YWCA Majura School Age Care
Service Approval Number	SE-00009691
Service Approval Status	Approved

Incident Details

Incident Type	Child Missing
Incident Date	6/06/2024
Incident Time	06/06/2024 03:27 PM
Did Emergency Services attend	No



Further Details of the Incident

At 3:00pm an educator had begun marking children into the senior space and had accidentally signed a child **P01 P01** into the service via the QK Kiosk. This was notified to the other Educators who were completing signing in and absentee checks. When it was identified that **P01** had not arrived at the program by 3:15 the team then began the procedures for children absent from the program, beginning with a check with the school completed by **P01 P01** where he was informed that **P01** had been in attendance at school. **P01** then contacted the family speaking to **P01 P01** (Mother) at 3:27 who advised that **P01** was supposed to be in attendance. The educators then continued to check all of the indoor and outdoor spaces and the boundaries of the school and informed **P01 P01** the Assistant Program Manager who also then began assisting with locating **P01**. The children who were outside in the senior play space were sent inside for an additional head count to occur. At 3:43 **P01 P01** saw **P01** playing on the school oval with another child, who was not in the care of the service along with their parent. **P01** went and got **P01** and took her to the senior space and **P01** was contacted to notify her that **P01** was now at the program.

P01 arrived at the program to collect **P01** at 4:00 pm after speaking to the team and to **P01** she decided to leave **P01** at the program for the remainder of the session returning to collect her at 5:57pm

Details of Action Taken (e.g. First Aid)

The educators completed the processes of contacting the school and the family regarding **P01**'s absence from the program and then completed all checks of the school and program spaces until **P01** was safely located.

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

P01 P01 was first contacted via phone on the 06/06/2024 by **P01 P01** at 3:27.
A follow up call was then made at 347 to inform **P01** that **P01** had been located and was at the senior program.

Name of Witness to the incident

P01 P01 P01 P01 P01

Please detail what steps were taken or will be taken to prevent or **P01** rise this type of incident in the future

The team, in consultation with the Quality Support Unit, are reflecting on the current routine transitions into the Service to assist with faster timing of the large cohort of children being signed in and the procedures for identifying unknown absences. This will include the addition of more devices for signing in and further splitting of rolls for children to be signed in on. The team will also be speaking to the school about a phone call to gain absences instead of going into the office which will also save time.

An email will be sent to all of the Majura families reminding them of the processes for advising of absences which will also support the team in ensuring all of the children are accounted for in a timely manner.

Photos and Evidentiary Documents

Incident Report **P01 P01**
06.06.2024.pdf

Incident Report



Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01 P01
Parent's Email	P03
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child did not attend-child initiated
Duration Missing	More than 30 mins but less than 1 hour

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03