



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	Teloepa Park School Parents and Citizens Association Incorporated
Provider Number	PR-00005871
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Teloepa Park P&C School Age Care Program
Service Approval Number	SE-00009710
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	25/07/2022
Incident Time	04:40 PM
Did Emergency Services attend	No



Further Details of the Incident

At 4:40pm today (25 July 2022), a child was brought to us (by a teacher) who had been sitting in the library since approximately 2pm. The teacher stated that she saw the child in the library, and asked why she was there. The child said that their classroom teacher gave them the option between playing outside or going to the library after the athletics carnival excursion with the school, which finished at approximately 2-2:30pm. The child chose to go to the library, as approved by their teacher. The child was not subsequently collected by their teacher at the end of the school day or informed that school was over. The child was only brought down to us at 4:40pm by the teacher who found her.

The child is normally meant to be in our care for this afternoon, but she was not listed on our rolls for today. For this reason, we didn't go looking or follow up on the child's whereabouts as we were unaware that we had a missing child. Earlier in the week (19/7/22), her bookings were changed to add another day to her care schedule. This has caused the students' previous bookings to disappear, though all the days are listed as active. As a result of this, her name was not on the roll for all of her existing care days; including today. We are unsure as to why this issue arose, but we are doing an investigation with our accounts manager to find the cause and rectify the problem.

Actions taken this afternoon:

- Called Approved Provider to inform them of the situation. (4:50pm)
- Notified Account Manager of the issue via email as they were no longer in the office. We have requested that they fix the current issue for this child, and find out the cause and extent of these booking errors. (5:10pm)
- Talked to the father of the child to explain the situation. (5:45pm)

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

Child was asked if she was OK, and if she needed anything. She at the time was not fussed with what had occurred, and continue to attend After School Care without any issues or concerns.

- Notified Accounts Manager of issue
- Notified Approved Provider
- Notified Nominated Supervisor
- Notified Parents on collection of child

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

Due to the late afternoon, we believed that the child was soon to be picked up, so the decision was made to talk to the father in person about the situation.

As the child didn't show anything of concern, we thought it was best to get all of the facts together, before approaching the father, where at that time we were able to answer all of his questions.

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

We are looking into the nature of the glitch in our QK enrol system, to find out where the issue has come from. We are also cross checking all bookings to ensure that we can fix other bookings that may have the same issue.

Photos and Evidentiary Documents

Documents to be submitted later.



Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P01
Parent(s)/Guardians(s) Name	P01
Parent's Email	
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child did not attend - child initiated
Duration Missing	More than 1 hour but less than 3 hours

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03