



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	18/11/2022
Incident Time	03:58 PM
Did Emergency Services attend	No



Further Details of the Incident

This afternoon at 3:52 pm, an educator was made known from the school BSO **P01**, who was told by a parent that the child was sitting outside of the school ground, and was passed to the educator for care, as we had a sibling already in care with us. The educator then brought down the child to the main ASC group, to join the program and talk to two other educators about what was happening. At this time, the mother of the children arrived at the service, and the situation was explained to her. When told about the situation, she was unhappy, worried and confused about the whole situation, as the service director replied to an email asking for the casual booking for the two children, with a replying being sent saying they had a booking placed for them.

On further inspection of the emails in regards to the casual booking, we did see that the service director replied to the email, saying the booking request had been "All done" at 10:40am and the mother replying to the email at 11:02am. This email was deleted before 2:30pm when afternoon staff arrived, having located the email at 4:30 in the email's trash. The booking was then not placed onto QKEnrol meaning that the afternoon staff, without the service director around, had no prior knowledge the children were meant to attend the service. The child was then added onto the roll at 4:30pm but was not signed in or out as the children was no longer in our attendance and further confirmation with the bookkeepers and approved provider will be discussed.

P01 the sibling of **P01** who in kindy, so was brought to the educators with in the kindy group and was added onto the roll. **P01** was let outside the school grounds by the teachers on duty from the school, so was not brought to after school care by the teachers on duty.

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

Child was comforted and asked if he needed food (which he didn't want any) or anything else to make him comfortable. He was then asked if he wanted to go with his brother, which he agreed to.

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

Mother arrived within 5 minutes of the incident taking place, child then told the mother about the incident before educators were able to reach the mother to tell her of the incident.

Name of Witness to the incident

P01

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

Internal review of processes with the approved provider which will include:

Looking through the email's trash for emails that may have been deleted.

Not replying until the booking has been made in the system and confirmed to be there.

Photos and Evidentiary Documents

email to **P01** **P01** 18 Nov 22.JPG

Snip of email exchange between service and **P01**



Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01
Parent's Email	P03
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child unattended outdoors - staff notified by non-staff member
Duration Missing	Less than 10 mins

Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02
Parent(s)/Guardians(s) Name	P01
Parent's Email	P03
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child unattended outdoors - staff notified by non-staff member
Duration Missing	More than 1 hour but less than 3 hours

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03