



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	
Service Trading Name	YWCA Richardson School Age Care
Service Approval Number	SE-40009747
Service Approval Status	Approved

Incident Details

Incident Type	Child Missing
Incident Date	26/05/2025
Incident Time	26/05/2025 04:07 PM
Did Emergency Services attend	No
Further Details of the Incident	At 4:07pm the Program Manager at YWCA School Aged Care Program held at Richardson Primary School was contacted by P01 P01, parent of P01 P01, to inform the program that P01 had walked home from the program unaccompanied and arrived at P01's home located at P03 P01 had informed her Mum, P01, that she had intended to go home to see her Mum as she was not wanting to be at the After School Care program any more. P01 informed P01 that P01 had observed P01 in the school environment and waited until P01 was not present to depart via the front door. P01 P01 lives on a week on/ week off basis with separated parents, P01 P01 and P01 P01. P01 has enrolled P01 during his week of care and has listed P01 P01. P01's step mother, as the primary contact on the child's account.



Details of Action Taken (e.g. First Aid)	26/5/25: P01, Program Manager, spoke with P01 P01 at pick up time and discussed the incident. 26/5/25: P01 spoke with P01 P01 via phone to discuss the incident. 26/5/25: P01 contacted P01 P01 School Aged Care Director and informed her of the incident which had occurred. P01 advised P01 to document this incident. 26/5/2025: Quality and Compliance Officer, P01 P01, made contact via phone with P01 P01, P01 P01 and P01 P01 and provided them the opportunity to raise any concerns.
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	As the child was identified as unaccounted for when arriving home, the parent had informed the service.
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	Quality Support Team have held an unpacking session with P01 P01 on Tuesday 27/05/2025 to unpack this incident and discuss factors which contributed to a child being unaccounted for. This discussion also involved strategies to be implemented in the future to mitigate this risk. Further training regarding supervision, arrivals and departures procedures for all team members present on 26/5/25.
Photos and Evidentiary Documents	
Children's Services Incident Report Form - P01 P01.docx	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	
Parent(s)/Guardians(s) Phone	P03
Missing Type	Child not seen exiting by staff – found by non-staff member
Duration Missing	More than 10 mins but less than 30 mins

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03