



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	TEAM HOLIDAY PTY LTD
Service Trading Name	TeamKids - St Benedict's Primary
Service Approval Number	SE-40020300
Service Approval Status	Approved

Incident Details

Incident Type	Any circumstances posing risk to health, safety and wellbeing
Incident date	10/07/2024
What action is required?	Any circumstances posing risk to health, safety and wellbeing
Risk due to	Localised Issue



Closed as a result of

On 10 July, 2024, the service children were at the movies. As children were boarding the bus to to back to the service (at the Belconnen Bus interchange - Westfield Belconnen), the child, [P01] (DOB [P02]), became upset and angry, when he wasn't able to sit in his desired seat in the back row of the bus. [P01] refused to sit down and began to climb along the backs of the chairs. He then became physically aggressive with educators and other children, attempting to push their heads into bus windows. The team rang his mother in the hope she could talk to him, to ask him to sit down, but [P01] said he would not listen and remained calmly refusing to sit. The service Area Manager and Regional Manager's were called to support. The parent refused to collect him, saying "What do you want me to do?" His mother then yelled at educators, stating she was coming to the bus interchange. [P01] then climbed underneath bus seats, hitting and kicking children as he went. Educators remained calm and moved children away from him, using various strategies to try to ask [P01] to take a seat. The bus driver stated he would not transport this child and he would have to be removed from the bus, so it was moved a small distance to stop delaying other buses to leave. [P01] then became physical with the Regional Manager (RM). He kicked the RM in the chest, slapped her face, grabbed her arms, ripped hair from her head, bit her and swore loudly, as the RM tried to protect other children from him. The RM then spoke to [P01] to say she was going to put her arm across him to stop him hurting others. [P01] pulled out from her arms and jumped over chairs towards the other children. An educator stood between [P01] and the other children, as he tried to grab at another child's head and hair. [P01] then walked back to the RM and slapped her hard, across the face. [P01] was escorted from the bus at 12:57pm. The RM and the Area Manager stayed with [P01], while the bus left with the other children, to return to the service. The RM and Area Manager stayed with [P01], holding him to keep him safe in the bus area, until his mother arrived (she was notified that they had moved from the original bus interchange). Police were called to support the team, when [P01] continued to try to run away, however they were cancelled when [P01]'s Mother stated she was close by. They attempted to de-escalate [P01]'s behaviour, however he continue to punch and kick them. [P01]'s Mother telephone again and stated that if the RM felt unsafe, they should just call Police. At 1:40pm, [P01]'s Mother arrived and [P01] had calmed enough to be sitting next to educator (throwing rocks and dirt at them). [P01]'s Mother [P0P01] [P01] has made a complaint about the handling of the situation, stating educators should know how to handle such behavioural outbursts.

TeamKids have suspended [P01]'s attendance at the service and will consider if he will be permanently excluded, given the seriousness of the incident and risk to all involved.

Please upload any relevant documentation

Documents to be submitted later.

Contact Details

Name	[P01]
Phone Number	[P03]
Email Address	[P03]

Submitted By: [P01]