



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	KIDS BIZ HOLIDAYS & SPORTS PTY LTD
Provider Number	PR-00008211
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Kids Biz OSHC
Service Approval Number	SE-40003292
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	29/04/2021
Incident Time	03:20 PM
Missing Type	Child unattended indoors - staff notified by non-staff member
Duration Missing	More than 10 mins but less than 30 mins
Did Emergency Services attend	No



Further Details of the Incident

A casual booking for P01P01 was made by P01P01 (mother) for Thursday 29 April 2021. P(P01) accidentally made the booking for P01 on the Senior ASC roll instead of the Junior ASC roll.

P01 came to the Junior room for after school care. Staff members were unable to find P01 on the roll. A staff member asked P01 to come in and continued marking the roll, then made the room leader (P01) aware that P01 was not on the roll. P01 used the walkie talkie to call down to the office for someone to check the roll, however the walkie talkie message was not received. Reception can be intermittent in the junior room. After calling over the walkie talkie, P01 began dealing with a situation involving another child and did not follow up with the person completing calls in the office again. During this time, P01 left the program rather than sitting down with the group.

P01 went to the front office and spoke to the school staff. The school called P01 P01 (mother) to inform her that P01 was at the front office and had not been picked up. P01 remained on school premises during this time. P(P01) called Kids Biz at 3:24pm and spoke with P01 (staff member tasked with afternoon phone calls) P(P01) informed P01 that P01 was booked to attend Kids Biz that afternoon, and that she believes P01 should have been on the roll. P01 was on the call list for the ASC group to determine if she was absent but the call to confirm had not yet been made.

P01 immediately passed the call to to P01 (coordinator) to determine what had occurred.

P01 informed P(P01) that for any children not on our roll, our process is to keep the child at the service until we receive confirmation from a parent on whether the child is meant to be attending or not. P01 let P(P01) know that this would be followed up with all staff members involved.

Child's Name P0:P01

Child's Date of Birth P02

Child's Gender Female

Details of Action Taken (e.g. First Aid) P01 spoke with the staff members involved and reinforced with them the correct procedure for children not on the roll. P01 let P01 (regional manager) know of the situation. The roll was checked, and it was found that P01 had been booked into the year 2-3 roll instead of the K-1 roll through the mobile app.

P01 was on the list of children who had not arrived at the service, which a staff member was working through to confirm whether these children were absent or should be in attendance. P(P0:P01) (P01's mother) called the service phone before a call was made to her.

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification P(P01P01) called the service at 3.24pm 29/4/21 and spoke with P01 (educator) and P01 (coordinator). During this call P01 discussed what our procedure was and advised P(P01) that there would be follow up with all educators involved to confirm what had happened and to ensure it did not happen again.

Name of parent or guardian notified P(P01P01)

Email of parent or guardian notified P(P01P01)

Phone number of parent or guardian notified P03

Name of Witness to the incident P01 P0:P01

Submitted By: P01



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

All staff will be retrained about what to do if a child arrives but is not on the roll. This will occur during team meetings over the next week (3-7 May) and information will be shared on the staffing portal. The staff induction process will also be reviewed to determine how this information could better be incorporated into induction for new educators. Retraining will also cover additional checks if a child appears not to be on the roll, including checking whether they have been added to the roll for the wrong age group in error.

The location of walkie talkies across the service will be reviewed, and consideration given to how educators will confirm a message has been received, and what to do if there is no response. Other communication options will also be investigated.

One walkie talkie will be with the coordinator at all times to ensure senior staff are aware of communications and can ensure processes are being followed.

Photos and Evidentiary Documents

20210429 absence call sheet.jpg	ASC absence call sheet 29/4/21
29-04-2021-Incident-[P01].pdf	[P01][P01] incident report 29/4/21

Contact Details

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