



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	Northside Community Services Limited
Service Trading Name	Civic Early Childhood Centre
Service Approval Number	SE-00009766
Service Approval Status	Approved

Incident Details

Incident Type	Any circumstances posing risk to health, safety and wellbeing
Incident date	20/08/2024
What action is required?	Any circumstances posing risk to health, safety and wellbeing
Risk due to	Localised Issue
Closed as a result of	<p>Incident details and summary of findings:</p> <p>During the review of investigation documents relating to an allegation (NOT-00066191) made on the 20th August, it has been identified that working directly with children ratio requirements have been breached.</p> <p>An educator, [P01] has left the Nursery classroom space to use the staff bathroom, leaving another educator ([P01]) alone with 7 children. [P01] was absent from the room from approximately 4:06pm, for approximately 3-4 minutes before returning.</p> <p>[P01] advised [P01] at the time, that she was going to the bathroom, however this had been confused for the children's bathroom and [P01] was unaware she was left alone.</p> <p>It has been identified that [P01] did not sign out of the 'working directly with children log' prior to leaving the classroom space.</p> <p>At the time of the incident, the following room educator to child ratios were in place:</p>

Submitted By: [P01]



Nursery: 7 children, 1 educator (at the time P01 had stepped out)

Toddler: 5 children, 2 educators

Preschool: 12 children, 2 educators

The centre required 4 educators to be working directly with children at the time of the incident, they had 5 educators directly working with children, when considering P01 removed from working directly with children.

While ratios were maintained across the services as a whole, it was identified that having 1 educator with 7 children does not constitute adequate supervision of children.

It was identified that poor communication resulted in an educator being left alone in the classroom.

Throughout the initial investigation (NOT-00066191), inconsistencies were identified in relation to the whereabouts of the second educator, P01, at the time of the incident. P01 recalls P01 being in the children's bathroom at the time, however, P01 states she was using the staff bathroom and had temporarily stepped out of the classroom space for 3-4 minutes, leaving P01 alone with 7 children.

Actions Taken:

Centre Manager P01 has discussed the incident and corresponding consequences with P01, emphasizing the importance of maintaining ratios and adequate supervision of children, effective communication and accurate documentation completion. P01 also discussed how to seek support if P01 was needing to exit the room for any reason. Record of conversation will be uploaded to NQAITS.

P01 will review and complete a Northside Policy and Procedure Acknowledgment sheet, documenting her review of the required policies and procedures.

P01 will complete the Northside online Early Childhood Induction training, clarifying Northsides expectations in regard to adequate supervision and effective communication.

Northside will provide evidence the above-mentioned action items via the NQAITS portal once completed.

Please upload any relevant documentation

CC diploma .pdf	P01	- Diploma
P01 - Online Induction Feb 24.pdf	P01	- Online Induction Feb 24
P01 - Educator induction March 2024.pdf	P01	- Educator on-site Induction March 24
WORKING WITH VULNERABLE PEOPLE.pdf	P01	- WWVP
Children's ages report.pdf		Children's ages - report
Email_Reminder - Adequate Supervision.pdf		Email- Adequate Supervision
Nursery_Ed_Log_20.8.24.pdf		Nursery Educator Log 20.8.24



Toddler Ed Log_20.8.24.pdf	Toddler Educator Log 20.8.24
Preschool Ed Log_20.8.24.pdf	Preschool Educator Log 20.8.24
Qikids sign in & out record.pdf	Qikids sign in & out record 20.8.24

Contact Details

Name	P01
Phone Number	P03
Email Address	P03