



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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

Service

Service Legal Entity Name	GoodStart Early Learning Limited
Service Trading Name	Goodstart Early Learning Kambah
Service Approval Number	SE-00009784
Service Approval Status	Approved

Incident Details

Incident Type	Any emergency for which emergency services attended
Incident Date	7/08/2024
Incident Time	07/08/2024 10:45 AM



Further Details of the Incident

The following incident relates to enrolled child, P01 P01, for reference Bright Future Early Learning did not know P01'S last name and during this incident both services referred to her by first name only.

On the 7/08/2024 Goodstart Kambah received a phone call from Bright Future Early Learning Kambah asking if Goodstart Kambah were expecting a child named P01; to which the Centre Director at Goodstart Kambah responded with yes. Bright Future Early Learning then informed Goodstart Kambah that P01 was at their service.

The Centre Director from Goodstart Kambah asked if the person dropping off P01 was still there, they said no but the Police were in attendance at Bright Future Early Learning. The Centre Director from Goodstart Kambah informed Bright Future Early Learning that they would notify the family of P01 and then attend their service. Goodstart Kambah notified the family of this incident. The Centre Director from Goodstart Kambah drove to the other service where she met the 2 police officers carrying P01 and gave them directions to Goodstart Kambah and then met them back at Goodstart Kambah. The Centre Director then notified P01'S family that she was now at Goodstart Kambah, the police spoke with P01'S parent over the phone and got some details.

The police informed the Centre Director that P01 had been dropped off by her grandmother at around 8:00AM at the other service and it was not until the Centre Director arrived it was discovered that P01 was at the wrong service. The reason the service provided for this incident happening was because they have new children starting. Once Centre Director shared some further contact information with police they left.

P01'S parent arrived at the service 10 minutes later to collect her.

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

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

Name of Witness to the incident

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

Photos and Evidentiary Documents

Documents to be submitted later.



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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03