



## 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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Communities@Work
Service Trading Name	Communities@Work Bonython Out of School Hours Care
Service Approval Number	SE-00009645
Service Approval Status	Approved

#### Incident Details

Incident Type	Child Missing
Incident Date	10/02/2025
Incident Time	10/02/2025 03:34 PM
Did Emergency Services attend	No
Further Details of the Incident	<p><b>P01</b> (Responsible Person) received a phone call from <b>P01</b> (mother) at 3:34pm 10/02/2025, asking if <b>P01</b> had an After School Care booking that day.</p> <p><b>P01</b> confirmed that he did have a booking, and <b>P01</b> informed her that <b>P01</b> had taken the bus home (he had communicated this to her via phone call).</p> <p>Following the phone call, <b>P01</b> followed up around the accounting for children procedure, confirming that neither parent had been called to confirm his absence. <b>P01</b> spoke to the team member who was responsible for following up on absences, <b>P01</b>.</p> <p><b>P01</b> communicated that she had marked <b>P01</b> absent, and forgotten to follow this up.</p>
Details of Action Taken (e.g. First Aid)	<p><b>P01</b> spoke with <b>P01</b> about the correct procedures around following up absences. <b>P01</b> is a core team member and is aware of these processes, so was given a reminder.</p> <p><b>P01</b> clearly communicated to <b>P01</b> that she is not to mark a child absent until the absence has been confirmed by an authorised nominee.</p>

Submitted By: **P01**



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	10/2/25 - <b>P01</b> contacted the service to inform them that <b>P01</b> was not in attendance at 3:34pm
Name of Witness to the incident	<b>P01</b>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<b>P01</b> clearly communicated to <b>P01</b> that she is not to mark a child absent until the absence has been confirmed by an authorised nominee. <b>P01</b> was aware of this, and had made an error.
Photos and Evidentiary Documents	
<b>P01</b> <b>P01</b> 10.2.25.pdf	Incident, injury, trauma and illness record

## Child Details

Child's Name	<b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>
Parent(s)/Guardians(s) Name	<b>P01</b>
Parent's Email	
Parent(s)/Guardians(s) Phone	<b>P03</b>
Missing Type	Child did not attend-child initiated
Duration Missing	More than 30 mins but less than 1 hour

## Contact Details

Name	<b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>