



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was contacted at 4:50pm and arrived at 4:55pm.
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	23/3/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 4:35pm the child was pushed by a peer off the fort, causing the child to fall off backwards gaining an open wound to the back of the head approximately 1cm in length. An ambulance was contacted at 4:38pm, due to concerns for possible concussion. The ambulance arrived and transported the child accompanied by the parent to the local hospital. The child had the wound closed and will returned to the service on 25/03/15.

Photos and Evidentiary Documents

47F - Personal Privacy

Incident Report

Name(s) of educators who witnessed the incident

NA

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parents were notified soon after the incident and arrived at centre within half an hour.
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	2/4/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

47F - I was playing when another child hit her on the head with a red rod.
This was unprovoked causing a cut on the head.
Parent arrived in half an hour and took her to the Doctor.

Photos and Evidentiary Documents

47F - Personal Privacy

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Female

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification Mother contacted OSHC service after friend collected child and read incident report

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 7/4/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

11.15am at [47F - Personal Privacy] was playing in jumping castle asked to exit castle, child didn't and educator, [47F - P] has grabbed child's legs, child has fallen and hit their head on concrete. [47F - Per] sustained a bump to her head above eyebrow and on elbow.

Please see attached incident report and Relief Coordinator statement.

Parent is recovering from major surgery and family member dropping and picking up children. Grandmother – [47F - Personal Privacy] also another [47F - Personal Privacy] OSHC Coordinator contacted service and Area Supervisor Wednesday April 8th advising [47F -] (parent) contacted doctor for her own medical needs approx 8.30pm and requested Doctor to check child. Doctor advised child appeared well however to keep quiet and rested for next 24 hrs.

• Action taken by approved provider-
[47F - Personal Privacy] has been stood down from work pending a meeting with HR and [47F -] scheduled next Monday April 13th 2015.
[47F - P] has attended recent September 2014 – March 2015 in service training including [47F - Pers] Child Care Services policies - Interactions with Children, Guiding and Supporting Children's Behaviour, Interactive Supervision training. [47F - P] attended [47F - Personal] Behaviour Management Training on Thursday March 26th.

Relief Coordinator – [47F - Personal] also term time coordinator at another [47F - Pers] Child Care OSHC service has been reminded of [47F - Pers] Child Care Services required timeframes of notifications/incident reports of any head injuries and any incidents of alleged harm to children by an adult/educator.

Photos and Evidentiary Documents

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



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Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was notified at 16:25 and arrived to collect the child at 17:00
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	21/4/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 16:15 a peer threw a rock at the child hitting him in the left hand. The child had bruising on his left little finger down to the knuckle and across to the knuckle of the left ring finger. The left little finger was swollen and grazed. An ice pack was applied, wound cleaned and the hand was bandaged. The child was taken to hospital for x-rays which showed a small fracture in his left little finger. The child's fingers were strapped and the child returned to care on 22/04/2015
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	47F - Personal Privacy
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy School Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type

- * Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.
- * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Privacy

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

After child was attended to and monitored for about 20 minutes, mum was called at 4:44pm. After a suggestion that the collar bone could be injured, mum was called again with notification that we would like to call an ambulance.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 22/5/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc) **47F -** and his brother were playing on young children's seesaw. **47F -** walked up the seesaw and his brother ran up behind him and pushed him off. **47F -** fell on the oval, landing on left shoulder and face. After treatment, monitoring and contact with mum, an ambulance was called. **47F -** fell at 4:10pm approximately. Ambulance was called at 5:10pm

Photos and Evidentiary Documents

Name(s) of educators who witnessed the incident **47F - Personal P** (Educator) saw incident and applied ice **47F - Person** (educator) saw **47F -** after fall

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc) Did not get these details at the time. Have called now and was told to call back Monday -Friday from 8:30-4:30

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was contacted at 9:10am and arrived at 9:35am.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	29/5/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 8:45am the child was on the balance beam, when he was pushed off by another peer. The child landed on all four's on the mat, but started to complain of a sore neck. No visible marks could be seen on the neck, the child was laid down and his neck was supported. An ambulance was contacted at 9:30am and arrived at 9:50am. The child was assessed by paramedics and advised that the child's neck was jarred. The parent took the child to the local doctor and no further treatment was required. The child returned to the service on 01/06/15.

Photos and Evidentiary Documents

47F - Personal Privacy 29.5.15.pdf

Incident Report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was notified of the incident at 8.50am and met the child at the hospital.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	1/6/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At approximately 8.40am the child was hit on the head with a shovel by a peer which resulted in a raised lump to the left side of the forehead, the size of a 20 cent piece. An ice pack was applied to the wound and an ambulance was called at 8.45am. The child was transported to hospital via ambulance, accompanied by an educator where he was monitored for signs of concussion by a medical practitioner. The child returned to care on 2/06/15.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Ambulance

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal P

Child's Gender Female

Child's Date of Birth 47F - Person

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification 47F - Perso was phoned at 3:40pm by 47F - Personal Priva said that 47F - P has had an incident with her eye & she needs to come up to the centre to take her to the doctors.

Name of child's parent(s) or guardian(s) 47F - Personal

Phone number of child's parent(s) or guardian(s)

Date of incident 3/6/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - was standing behind a peer in the sandpit when the peer swung a spade hitting 47F - in the right eye. Time of incident was 3:35pm in the back playground, parent was called & took 47F - to the doctors.	
Photos and Evidentiary Documents		
Name(s) of educators who witnessed the incident	47F - Personal Privacy	(Certified Supervisor) Assistant
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	N/A	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	47F - Personal Privacy
Service Trading Name	Early Education Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy mum, 47F - Personal Privacy was contacted at 10.10am on Friday 31st July by mobile phone by 47F - Personal Privacy Nominated Supervisor - 5 min after incident occurred.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	3/8/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

31/07/2015 at 10.05am near forte - Big Playground Area. **47F - Per** and another child were having an altercation while playing with sticks, and **47F - Per** got hit with a stick from the peer just under his left eye. A staff member straight away brought him to the office and first aid was administered then mum was informed. Dad picked him up and took him to the Doctor.

Photos and Evidentiary Documents

47F - Personal Privacy

Name(s) of educators who witnessed the incident

47F - Personal Priv

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

N/A

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The mother was notified on 31 July 2015 15:22pm. The parent arrived at 15:22pm
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	31/7/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

On the 31 July 2015 [47F - Personal Privacy] Support was notified of an incident at [47F - Personal Privacy]. On the 31 July 2015 at 15:20pm, a female child aged [47F - Personal Privacy] months was on the balance beam and it is thought that another child pushed her. The child fell on to the soft fall mat but may have landed on her left wrist. The child started to go pale at 3:22pm and by 3:30pm the child was clammy and white, showing signs of shock. The educators placed the child in the recovery position and applied a wet washer, ice block and sling. The parent was informed and she requested for an ambulance to be contacted. The ambulance arrived at 3:50pm and provided pain relief. The child was transported to the hospital accompanied by the parent at 4:10pm. The child has been diagnosed with a complex broken arm. The child's arm has been set in a cast. The child's mother has informed the service on 03 August 2015 that the child had to attend [47F - Personal Privacy] Hospital and [47F - Personal Privacy] Hospital over the weekend as the cast was too tight and was affecting the circulation of the child's arm. The cast was taken off and a new cast was placed on the arm. The child is waiting for additional scan results to see if they need to be referred for surgery. The service will liaise with the parents when the child will return to the service. The child will be coming back in for an activity later in the week.

Photos and Evidentiary Documents

BLANK.docx

Incident form to follow

BLANK.docx

The incident report is to follow

Job406598_Action1579998_DOC150803.pdf Injury report

[47F - Personal Privacy]

Job406598_Action1580004_DOC150803.pdf Incident report

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

N/A

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal Pri
Child's Gender	Female
Child's Date of Birth	47F - Personal P
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	On 5.8.15 at 4.50 pm parent was contacted on her mobile
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	5/8/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

On the 5.8.15 at 4.40 pm on the adventure playground **47F - Person** was pushed and fell off the adventure playground and fell onto the bark hurting her arm

Photos and Evidentiary Documents

SI01 **47F - Personal Privacy**

6.8.15

Name(s) of educators who witnessed the incident

NA

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

QL Ambulance Service

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	PR-00000702
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Child Care Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mother was contacted by phone at 11.35am
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/8/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

11.30am at [47F - Personal Privacy] the children were involved in play outside. Child A was running around the yard with a plastic rake chasing another child. Staff member attempted to stop the child, who ran away when asked them to take the rake back to the sandpit. On re-entering the sandpit, Child A began hitting [47F - P] over the head repeatedly with the rake. This caused a laceration to the top left side of [47F - Pe] head. First aid was applied. [47F - Pe] mother collected him and took him to their doctor to be checked. [47F - Pe] laceration was cleaned and glued by the doctor and was doing fine by that afternoon. [47F - Per] [47F - Pers] from OECEC was informed.

Photos and Evidentiary Documents

NQITS_192_20150813_IRC

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



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Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was contacted at 3:30pm and requested an ambulance. The parent arrived shortly before the ambulance.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	19/8/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 3:30pm the child was playing on the A-frame , when they were pushed by a peer. This resulted in the child falling forwards, falling on his left onto the A-frame before he fell to the ground. The child complained to educators that his left arm was sore and visible swelling could be seen near the elbow. An ice pack was applied to the swollen area and the child was monitored. An ambulance was contacted at 3:45pm and the child was transported to the local hospital accompanied by the parent.

The Centre Director will continue to liaise with the family for the medical outcome and when the child will return to the service.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

47F - Personal Pr

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



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Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent notified on collection.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	21/9/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

On 22 September 2015, **47F - Personal Privacy** was notified of an incident whereby a child had to seek medical treatment after sustaining an injury to his mouth while at **47F - Personal Privacy**. The male child aged **47F** months was riding a bicycle in the playground when he was pushed by a peer and he fell backwards and the handle bars of the bicycle hit the child in the mouth. First aid treatment was given to the child for a small cut to the gum line of the right lateral incisor. No tooth movement was detected by the educator. The child's parents informed the service on 22 September that the child had attended a doctor and been referred to an orthodontist because the child's right lateral incisor has been displaced. The service will continue to liaise with the family for the child's medical update. The child is expected to return to the service on 28 September 2015.

Photos and Evidentiary Documents

Document.docx

Document

Name(s) of educators who witnessed the incident

-

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.	
Child's Name	47F - Personal Privacy	
Child's Gender	Male	
Child's Date of Birth	47F - Personal Privacy	
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	11/12/15 1.40pm	47F - Personal Privacy (mother) notified of incident
Name of child's parent(s) or guardian(s)	47F - Personal Privacy	
Phone number of child's parent(s) or guardian(s)		
Date of incident	11/12/2015	



Description of incident (including time, location, circumstances, emergency services involvement, etc)

1.25pm Preschool Room
[47F - P] was on the mat playing when a child pushed another child into [47F - P] causing him to fall to the ground. The wooden drum stick he was holding hit him in the chin causing a deep cut. First aid applied and parent notified.
Parent has taken [47F - P] to the doctors, centre is still awaiting an outcome of the injury

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

Re-enforce the room rules about pushing and rough play

Photos and Evidentiary Documents

Supporting documents-SI01 11.12.15.pdf

supporting documents

Name(s) of educators who witnessed the incident

[47F - Personal]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
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Child's Name	47F - Personal Privacy
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Child's Gender	Female
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Child's Date of Birth	47F - Personal Privacy
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Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Once the educators had cared for 47F - Personal Privacy contacted 47F - P 47F - P (mum) at 1.35pm. 47F - P arrived at the centre to collect 47F - P and take her to the GP at 2pm. The incident occurred at 1.25pm.
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Name of child's parent(s) or guardian(s)	47F - Personal P
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Phone number of child's parent(s) or guardian(s)	
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Date of incident	18/12/2015
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Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 1.25pm the [47F - Per] was playing with the water outside [47F - Perso] splashed another child and the child retaliated by hitting her in the back of the head with a toy, causing a cut to the back of her head. [47F - P] was taking [47F - Pers] to the doctor as the cut may require medical treatment.

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

The educators were spoken to about supervision. The children were spoken to about how to use equipment and retaliation. The child who retaliated was spoken to about the incident and their parents were also notified about the incident.

Photos and Evidentiary Documents

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Per School Age Care Program
Service Approval Number	47F - Personal Pr
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Pri
Child's Gender	Male
Child's Date of Birth	47F - Personal I
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	7/3/16 Parents collected 47F - from ASC and noticed he was acting vague. Mum contact ASC staff to check if there had been any unusual incident with 47F - Person (Assistant Co-ordinator) discussed with staff and relayed to mum 47F - had been pushed in a game and had fallen over.
Name of child's parent(s) or guardian(s)	47F - Persona
Phone number of child's parent(s) or guardian(s)	
Date of incident	7/3/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F -] and another boy [47F -] were on the school oval as part of ASC playing a game of superheroes. [47F -] pushed [47F -] who fell and hit his arm and head. Educator went to check on [47F -] and offered ice pack. [47F -] indicated he was okay and sat on the hill of the oval. Not long after (5mins) Dad collected [47F -] and noticed he was acting vague. At home Mum decided to take to Doctor. Doctor advised he should go to the [47F - Person] for further tests [47F -] admitted on night 7/3. Was discharged on 8/3, and asked parents to monitor and no physical activity for 3-4 weeks.

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

Co-ordinators are in process of deconstructing the event - including Educator placement, physical location of boys, number of students on the oval, training of staff to recognise symptoms or signs of concussion, behaviour of boys involved.

Photos and Evidentiary Documents

Incident re 7 March [47F - Personal P].docx

Word Doc of Events

photo 1.JPG

Injury Record Page 1

photo 2 (1).JPG

Injury Form Page 2

Name(s) of educators who witnessed the incident

First Response [47F - Personal P]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The incident occurred at 5:15pm. Immediately after the incident, PSM called for an ambulance after identifying 47F - Personal Privacy arm was either dislocated or fractured (As he was holding his arm limply by his side). 47F - Personal Privacy parents walked into the service at the same time.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	29/3/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 5:15pm the children were playing in the playground. [47F - P] had climbed a ladder in the playground. (Part of the fixed equipment). His older brother [47F - Personal Privacy] pushed [47F - P] off the ladder. PSM called for an ambulance after identifying [47F - P] arm was either dislocated or fractured. As the ambulance was taking too long to attend (after 45mins.) Dad [47F - Personal] and mum [47F - Person] took their son [47F - P] to the [47F - Personal] Hospital (referred by the ambulance) in their private car.

Psm will contact the parents today, for confirmation of injury (break or dislocation).

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

There was no fault in supervision or equipment etc. The incident occurred because [47F - P] was pushed off the ladder by his bother [47F - P] (ADD).

Photos and Evidentiary Documents

16-03-29 [47F - Personal Privacy]

Incident/Injury report

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

000 - the ambulance never arrived. Parents escorted the child to hospital themselves.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification Mother was contacted by phone at 4.25pm

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 18/4/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

4.20pm at [47F - Personal Privacy] OSHC [47F - Personal Privacy] was playing in the valley when Child A threw a stick at him which hit [47F - Personal Privacy] under his right eye. An ice pack was applied to [47F - Personal Privacy] eye. He sustained bruising, swelling and a cut. [47F - Personal Privacy] was taken to his doctor by his mother, the doctor referred him to [47F - Personal Privacy] Hospital for further examination. [47F - Personal Privacy] was admitted to hospital for five (5) days for observation in case of haemorrhage. His eye sight is ok however requires 24/7 observation.

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

NQITS_189_20160418_Injury

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Priv
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Pers Childcare Centre
Service Approval Number	47F - Personal I
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal I
Child's Gender	Female
Child's Date of Birth	47F - Personal I
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - P Mother was aware of the incident immediately, as she is a staff member and was working at the time.
Name of child's parent(s) or guardian(s)	47F - Personal Pr
Phone number of child's parent(s) or guardian(s)	
Date of incident	4/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 5pm on Wednesday, 4th May 2016, [47F -] was playing in the large outdoor playground next to the sand pit when she was pushed by another child, causing her to hit her face/mouth on the garden edge. [47F - P] Mother was working at the time, and immediately left to take [47F - P] to the hospital and get medical treatment. N.B there were sufficient staff left to allow this to happen, whilst still abiding by correct ratios.

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

Educators in both the Junior and Senior Kindy rooms have spoken with the children about using "gentle hands" etc and explaining the consequences of not doing so by using [47F - P] incident as an example.

Photos and Evidentiary Documents

doc20160505145927_001.jpg

[47F - Personal P] Incident Pg 2

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	10:45am - 24/5/16 - Mother notified on incident
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	24/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

10:45am - 47F - was making a box car on the mat in the Kindergarten room with the ECT 47F - Personal Privacy when another child came up behind him and hit him in the head with a lead pencil. Outcome: Resulted in a small cut to the head - parent took child to doctors who requested an x-ray (Child is on antibiotics for infection control)

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

Steps Taken:

- 1: First aid administered
- 2: Discussion with children in regards to appropriate behaviour

Photos and Evidentiary Documents

Supporting Documents 24.5.16.pdf

Supporting Documents

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal P
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Pers Early Learning Centre
Service Approval Number	47F - Personal P
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.	
Child's Name	47F - Personal P	
Child's Gender	Male	
Child's Date of Birth	47F - Personal	
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The certified supervisor on charge 47F - Person4 contacted the parent once the child was settled	
Name of child's parent(s) or guardian(s)	47F - Personal Pr	
Phone number of child's parent(s) or guardian(s)		
Date of incident	17/6/2016	



Description of incident (including time, location, circumstances, emergency services involvement, etc)

at 4.00 pm in the [47F - Personal Pri] Playground [47F -] was playing in the sandpit in the boat when another child pushed him over causing [47F -] to hit the right side of temple about the eye. The educators applied ice to the area.

We advised [47F - Pe] to take [47F -] to the doctors just to have a check over. [47F - Pers] contacted the home doctor to come over. They said that [47F -] was all clear for any serious injury and would be fine. We have asked [47F - Pers] for a medical certificate but she has yet to send it in.

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

Spoke to children about keeping their hands to themselves and not to push their friends.

Update the risk assessment of the boat to add the Sandpit area

Photos and Evidentiary Documents

incident report [47F - Pers]

Incident Report [47F - F]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Early Learning Centre
Service Approval Number	47F - Personal Privacy
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Incident happened at 4.35pm 47F - Personal Privacy mum was called at 4.40pm which went to message bank to then we called Dad straight after, dad came within 10 minutes of the incident. I told dad about the cut on his head and asked if he would like me to call an ambulance now? He wanted me to wait until he arrived.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	13/7/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

47F - P was sitting in the sandpit when another toddler went up to him and hit him on the head with a wooden child size broom. There was blood coming from the top right hand side of his head, not a gash wound.

Parent is yet to sign the incident report as we were more concentration on the child and they are back into the service on Friday 15th July I called into the doctors surgery at 5.50pm last night and dad was just getting into the car with **47F - P** no stitches or glue needed. I then called both parents this morning to check in on **47F - P** he is all good slept well, no issues

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

Supervision points have been reinstated and reviewed for the afternoons when there are not the full quota of staff are on (meaning as the staff/child ratios are dropping) where the staffing situation stations should be. Role modeling what the brooms are used for (sweeping the sand into the sandpit)

Photos and Evidentiary Documents

47F - Pers pdf

Incident Report

Name(s) of educators who witnessed the incident

There wasn't a witness that seen it straight away we looked at the security cameras to see how the incident happened, but the first attending staff were **47F - Personal Privacy**

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal P
Child's Gender	Female
Child's Date of Birth	47F - Personal I
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	On 19/7/2016 at 4.30pm the incident occurred. Whilst first aid was being applied, I went to phone Dad but he was just arriving to collect 47F - Pers
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	19/7/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 4:30pm on the school oval 47F - Per and a group of children were playing huts and collecting sticks, leaves and other materials to build them. During that time 47F - Pe had confrontations with another child where she hit that other child. The other child retaliated by hitting 47F - Per with a palm leaf branch which was caused bruising to her arm. Dad advised he was going to seek medical attention. The service phoned Dad this morning to confirm the doctors visit, he has shared they were taking her to get xrays later that day.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	The children were spoken to about the safety of using branches and that a no time are they allowed to be used to hurt anyone. The game was immediately stopped and wont be played until rules are in place before commencing again.
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	47F - Perso
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	<p>* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.</p> <p>* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.</p>
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was contacted by Director as soon as the ambulance had been called at 5pm on 16/8/16 alerting them that 47F - Pe had fallen from a climbing structure and ambulance had been called as he had a deep laceration to his forehead that was bleeding heavily
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	16/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

at approximately 4.45 pm [47F - Pe] was standing on the top platform of our pirate ship fort permanent structure in our whales yard when he was pushed by another child. this caused [47F - Pe] to fall to the lower level of structure where he hit his forehead on the metal edging. the ambulance was called at approx. 5pm due to cut to forehead that continued to bleed heavily. he was treated by the ambulance at the centre and they transported [47F - Pe] to hospital for further treatment, as they felt he would require stitches

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

educators will teach children the importance of safety and caring for one another within their educational program. Educators have all been spoken to in regards to active supervision and having an awareness of their surrounds at all times, which will also be followed up with a memo to educators highlighting this. As the Nominated Supervisor I will continue to actively monitor supervision of all areas in the centre ensuring educators maintain vigilance.

Photos and Evidentiary Documents

[47F - Personal Privacy] form.pdf

Incident form

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	17/8/16 - Incident occurred @ 3.15pm. 47F - Personal (Father) was called @ 4.00pm, 45 minutes after incident as Educators administered first aid. Educator spoke with 47F - P who advised the Educator that he was on his way to collect 47F - P and his brother. When 47F - P arrived @ 4.30pm to collect 47F - P Educator advised parent that it might be best to get it checked out by the Doctors.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

3:15pm - Outside in Big Yard near Bike Track

Educator had heard a child crying when she turned to notice [47F - P] crying and holding his right hand. Educator noticed [47F - P] hand swelling and a little red and proceeded with first aid by applying an ice pack. Within a few minutes of applying the ice pack another peer approached Educator and [47F - P] and said that he hit him with a shovel and apologised to [47F - P].

At 4.00pm parent was contacted and came and collected [47F - P] and his older brother and took him to the Doctor across the road to have it checked. [47F - Personal Privacy] to the doctors and then returned around 5pm to collect the other sibling and advised Educator that it is severely swollen and if it hasn't gone down by tomorrow afternoon then will have to have it checked out again but it was okay for him to come tomorrow because he is still using it. [47F - P] was not complaining of it hurting.

Thursday 18/8/16 - [47F - P] attended [47F - Personal Privacy] Educator acknowledge [47F - P] when he arrived and asked the parent [47F - P] how was [47F - P] hand? [47F - P] responded saying he had been using it at home and has not complained about it and if it is still swollen again this afternoon that he will get it checked out again. Educators kept an eye on [47F - P] hand during the day. Educator made sure the activities that [47F - P] participated in were appropriate with the use of his hand.

When parent collected [47F - P] around 4:30pm he did notice it was still swollen. [47F - P] said he will drop sibling at Grandparent's house and take [47F - P] to get his hand checked.

Friday 19/8/16: CM noticed sibling was in care but not [47F - P]. CM rang [47F - Personal Privacy] (Mother) to see how [47F - P] was. [47F - P] informed CM that yes they did take him to the hospital to have it checked again where they did an x-ray and found there was no break however they were not 100% as hairline breaks are not that noticeable in younger children. Hospital advised parents that a blood vessel was hit which has caused the redness of the skin to come out. They also said to keep an eye on [47F - P] for a temperature or not feeling well as this could be a sign of infection. [47F - P] said she just wanted to keep him home so that he could rest his hand and not use it too much and that she will let us know if there was anything more.

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

Monitoring the use of sand pit items, further training in supervision, discussions with children during group times about the correct way to use shovels

Photos and Evidentiary Documents

[47F - Personal Privacy] 17.8.16.pdf

Incident Form for [47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]



Notification Number: **NOT-40143082**
Date generated: 20/08/2016

Phone Number

47F - Personal Privacy

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The mother 47F - Personal Privacy was rung at approx. 9.50am on Friday 19th August 2016 and told of what had happened and was asked if she was able to come and pick him up and she said that she would be able to come.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	19/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The incident happened at approx. 9.45am in the Banksia room near the block area. There were 18 children in the room and 2 staff.
[47F - P] was observed standing in block area holding his head and crying.
[47F - Personal Privacy] went to [47F - P] and saw that the back of his head was bleeding.
[47F - P] applied pressure to the wound and called for assistance.
[47F - Personal Privacy] was the person in charge who went to see what had happened. On her way to the room [47F - Personal Privacy] who is a committee member and registered nurse went with [47F - P].
[47F - P] looked at [47F - P] and saw that there was a small laceration on his head. She then applied first aid to [47F - P] while the other children were removed from the room.
[47F - P] mother [47F - P] was contacted at approx 9.50 am and said that she would come to collect [47F - P].
[47F - Personal Privacy] (dad) arrived at the centre at approx 10.35am and spoke to [47F - Personal Privacy]. [47F - Personal Privacy] father said that he thought [47F - P] was fine but we advised him to take him to the doctor.
The incident was not seen by staff but [47F - P] has said that another child hit him in the head with a wooden building block.
[47F - P] dad let us know that there were no stitches required and that he was good.

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

The children have sat down with the Educators in the room and discussed how we play with wooden blocks and what we should do if someone is not listening and about using our words. This will be incorporated in the program for the room and will also be used to update the room rules in which the children are active participants. We will also incorporate visual cards around the room for how we use our toys e.g.. Blocks are for building.
The staff were present but I will go over supervision with them ensuring that are aware of everything that is around them. This will be done in small groups, written information in the staff room, in staff meetings and also the supervision stations inside and outside.

Photos and Evidentiary Documents

Department Doc.pdf

Department Documents

Name(s) of educators who witnessed the incident

[47F - Personal Privacy] was the Lead Educator who hold a Diploma in Children's Services.
[47F - Personal Privacy] was the Educator in the room who holds a Diploma in Children's Services.
[47F - Personal Privacy] was the person in charge who holds a Advanced Diploma in Children's Services.
[47F - Personal Privacy] is the committee member who is registered nurse.
All staff hold current first aid qualifications.

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

The Centre did not have to call any emergency services.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was called at 3.10pm, 5 minutes following the event on Friday 26.8.16
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	26/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

47F - P and another child were playing when a toy was thrown hitting in the head, resulting in a small cut (approx 0.8cm) to the forehead.
Parent was called to take 47F - I to the doctors, arriving at 3.50pm.
Location outdoor playground.

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

Educating and reminding children of safe play.
revision of supervision procedures and policies.

Photos and Evidentiary Documents

47F - Personal Privacy

Incident report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

2 staff: 20 children

1:11 ratio

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Nominated Supervisor made aware of incident immediately. Child non-communicative (Autistic), so Educators assessed him thoroughly as they applied ice pack. Dad was called as soon as Educators and Nominated Supervisor determined he may have hurt his arm (within 25 minutes of incident)
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	9/9/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	Pre-Kindy children were playing inside but [47F -] seemed restless. [47F -] prefers to climb and jump into the sandpit outside, so the Co-Educator took him and three other [47F -] year olds outside for a quick play while the other children finished their activities before lunch. (Making the ratio 1 Educator to 4 [47F -] year old children). [47F -] climbed onto a piece of child-sized furniture and the Co-Educator spoke to him as he approached to help him safely down. One of the other children told him to get down and hit [47F -] legs. This caused [47F -] to fall sideways, landing on his right side on the ground. The Nominated Supervisor wrote the Incident Report in consultation with the Co-Educator as he applied first aid and comforted [47F - Personal] (Dad) was called quickly, and he agreed to come collect [47F -] and have him checked at the local hospital. The Incident form has not yet been signed by [47F - Pe] The Nominated Supervisor called [47F - Pe] a few hours later to get an update on [47F -] and was told he had broken his arm.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	We have been focusing on our Supervision Policy, including the Supervision Plan over the last month. This was also the focus of our Staff Meeting on Wednesday 07/09/16. The staff are all acutely aware of effectively communicating with each other and actively supervising children. The Nominated Supervisor and Approved Provider went over the details of this accident and could not find fault with the Educators actions or any area of policy breach. We will debrief with the Educator involved on Monday and review again collaboratively.
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	[47F - Personal]
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details	
Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was notified at 10:10am.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/9/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At approximately 10:00am the child was in the classroom and was pushed by another child, causing her to fall bump the right side of her head above the temple. As an educator lifted the child off the floor the child's body appeared to go stiff and the child threw her head backwards. An ambulance was contacted at 10:10am. After approximately 30 seconds the child began to cry and the child was monitored until the ambulance attended the service. Paramedics checked the child over and advised that no further treatment was required. The parent collected the child from the service to monitor the child. The Centre Director will continue to liaise with the family for the date the child will be returning to the service
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.
Name(s) of educators who witnessed the incident	47F - Personal P
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification At 9.10am 47F - Personal Privacy mother 47F - Personal Privacy was contacted by 47F - Personal Privacy to make notice of her son being injured. 47F - Personal Privacy advised the mother to come and get 47F - Personal Privacy check from a doctor to see if medical attention was required from a doctor.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 26/10/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 9.05 am ratio was 1:5 and 1:11 with 4 educators. Children were playing in the playground when another children threw a toy across the yard hitting **47F - Pe** in the back of the head. **47F - Pe** was standing in the sandpit when he was hit.

47F - Person (educator) immediately sort medical attention from **47F -** who applied and ice pack directly on the back of the head and phoned his mother.

47F - Pe arrived and took **47F - Pe** to the doctor she later phoned to let the centre know that **47F - Pe** required 4 stitches to the back of his head and will return to Kindy on Thursday.

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

Educators sat with children and discussed throwing toys across the yard and also in the room. They also discussed the dangers of what may happen and the seriousness of the incident.

Photos and Evidentiary Documents

Incident Report **47F - Personal P**
November.pdf

Incident Report 26.10.16

Name(s) of educators who witnessed the incident

47F - Pe educator
educator
- educator
- Lead Educator

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

went to his local doctor at **47F - Per** Medical Centre

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Pri

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification. Parent was notified by phone by the Nominated Supervisor 47F - P
47F - Pers at 10.05am.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 27/10/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At Approximately 9.55am [47F - P] was playing in the sandpit and was hit with a shovel resulting in a cut to his forehead, approximately 0.6cm long. Pressure was applied, area cleaned and a butterfly clip was placed over the cut, followed by a cold compress. No sign of concussion. Nominated Supervisor suggested to the parent to take [47F - P] to the Doctors to get the cut looked at. Whilst at the Doctors they glued the cut. [47F - P] is returning to care on the 28/10/2016.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Discussions with the children about playground safety and that shovels are used for digging in the sandpit, not to hurt our friends.
Photos and Evidentiary Documents	
	[47F - Personal Privacy] Incident Report.pdf [47F - Personal Privacy] Incident Report
Name(s) of educators who witnessed the incident	[47F - Personal P] - Diploma Lead Educator with first aid. There were 10 children present (using 1:11 ratio) [47F - Personal Pr] Advanced Diploma Centre Director/Nominated Supervisor [47F - P] Conducted first aid to the child).
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	Local GP

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parents signed in at 3:30, arriving moments after the incident occurred and organised to take 47F - Personal Privacy to the GP for further treatment.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	1/11/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

at approx. 3:30pm, In a moment of frustration, a child lifted a plastic child's chair and threw it. The leg of the chair hit **47F - P** in the forehead causing a small gash, approx. 1cm. Educators immediately assisted **47F - P** applying pressure to the wound, assisted the other child to calm and move to a safe, quiet space whilst the remainder of the children were supported to go outside. The parents arrived shortly after the incident, the wound was covered, then they took **47F - P** to their GP. The parents later advised that **47F - P** forehead had been glued at the doctors.

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

The child causing the incident, is currently being supported with a behaviour plan based on regular and ongoing meetings with parents. His parent was called after the incident to collect him and follow up meetings planned to review support. A meeting with **47F - P** parents to follow up is also being organised for later in the week.

Photos and Evidentiary Documents

Incident Report.pdf

Incident Report - parents not yet signed

47F - P Sign in sheets 2.pdf
47F - P Sign in sheets.pdf

47F - P Sign in sheet 2
47F - P sign in sheet 1

Staff Present Form.pdf

Staff present and ratios

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification 47F - Personal Privacy (Mum) was contacted as soon as 47F - Personal Privacy had been attended to and first aid administered. Please see incident report attached.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 2/11/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	No emergency services attended the centre. Please see incident report. [47F -] was in the sandpit roll playing cooking cakes with the sand with his peers. Another child picked up the small stainless steel bowl and threw it and it hit [47F -] on the right hand eyebrow, resulting in a cut. [47F -] was collected by [47F -] at aprox 10.20am to take him to the doctors. I called [47F -] at aprox 3.40pm to follow up and see how [47F -] went at the doctors. [47F -] said he had taken [47F -] to the hospital where they cleaned the wound and applied 3 steri strips to the wound. [47F -] said that the cut wasn't deep enough to be stitched or glued. They have decided to keep [47F -] at home tomorrow as they want to keep the wound clean so that it heals. [47F -] attends M,T,W,Th and will return next Monday.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	I will be speaking to the Mother of the child that threw the bowl as we have had discussions in regards to some behavioral issues leading up to this. [47F - Personal P] again will be working with the children to discuss the safety when playing with the toys and what they are used for. Working with the families to ensure consistency in the expectations of safety at the centre.
Photos and Evidentiary Documents	
	[47F - Perso] incident report 2.11.16.pdf [47F - Perso] incident report 2.11.16
Name(s) of educators who witnessed the incident	[47F - Personal Privacy] Ratio 1:11 19 children present.
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	N/A

Contact Details	
Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Early Education Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Persona
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - P and another child had an altercation over blocks. The other child threw the block at 47F - which hits his side of his forehead. Incident happened at 10:00am Wednesday 2/11/2016. Mother 47F - Pei 47F - Perso was called and notified of incident at 10:10am on 2/11/16. first Aid was supplied by cleaning the area, Icepack applied, band aids applied and comfort support. Mum had arrive to pick 47F - up from the Centre signing in at 10:30am 2/11/16. Mum had read the incident form and was shown where the 47F - hit him.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	2/11/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>[47F -] and another child had an altercation over blocks in the construction area. The other child threw the block at [47F -] which hits his side of his forehead. Incident happened at 10:00am Wednesday 2/11/2016. Mother ([47F - Personal Priv]) was called and notified of incident at 10:10am on 2/11/16. first Aid was supplied by cleaning the area, Icepack applied, band aids applied and comfort support. Mum had arrive to pick [47F -] up from the Centre signing in at 10:30am 2/11/16. Mum had read the incident form and was shown where the Block hit him. [47F - Personal Priv] had taken [47F -] to Doctors for consultation and had glue the cut on his hair line and had called the centre and spoke to Centre Manager on what the outcome was at the doctors. Centre manager had asked [47F - P] how [47F -] was and she said he was now sleeping as Doctors had given him pain relief.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>1. [47F - P] received First Aid treatment by Educator in the room</p> <p>2. [] Mother was called regarding incident</p> <p>3. [47F - P] mum [47F - Personal Priv] read and sign incident Form on arrival to the Centre</p> <p>4: Educator had spoke to Child at the time regards to we hurt our friend and it wasn't nice.</p> <p>5: Both Room Leader and Assistant Educator are re-looking at different strategies on how we communicate with our friends and sharing our toys with our friends</p>
Photos and Evidentiary Documents	<p>[47F - Person] Supporting Docs SI01 2.11.16.pdf</p> <p>Supporting Docs</p>
Name(s) of educators who witnessed the incident	<p>[47F - Person] (Lead Educator Float)witness the incident</p> <p>[47F - Personal Priv] (Casual) Kitchen</p>
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	<p>N/A</p>

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	PR-00000881
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	1/12/2016
Incident Time	11:20
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Eye trauma
Part of the Body	Face/head
Child's Name	47F - Personal Priv
Child's Gender	Male
Child's Date of Birth	47F - Personal P



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<div>47F - Pers</div> mother <div>47F - Pe</div> works at the service, she was informed just after the incident happened 11:20am 01/12/2016, by <div>47F - Personal Pri</div> in person. <div>47F - P</div> took <div>47F - P</div> to hospital.
Name of parent or guardian notified	<div>47F - Personal</div>
Phone number of parent or guardian notified	
Further Details of the Incident	At approx 11:20 the children were playing dress up in the Prekindy room a child was swinging a clip on animal tail around but the 'fur' end and the clip end hit <div>47F - P</div> in the right eye.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Dress up animal tails were removed from the environment and a risk assessment completed to determine whether they will be introduced back into the environment (see attached)
Details of Action Taken (e.g. First Aid)	<div>47F - Pe</div> was very distressed, we reassured and tried to calm him down. He would not let us do much. We stopped him from rubbing his sye and applied a wet, cool cloth to his closed eye.
Name of Witness to the incident	<div>47F - Personal</div>
Photos and Evidentiary Documents	
<div>47F - Personal Privacy</div>	SI01
	Accident Report

Contact Details

Name	<div>47F - Personal Privacy</div>
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	6/12/2016
Incident Time	15:00
Location	Outdoor other
Location (Other)	Basketball Court
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Concussion
Part of the Body	Neck/throat
Child's Name	47F - Personal Privacy
Child's Gender	Male



Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mum - 47F - Person was contacted by phone at 3:15pm and arrived to collect 47F - Person at 3:35pm, taking him to the Doctors who advised 47F - Person to take 47F - Person to the hospital. 47F - Person has concussion and has been directed to rest for 1-2 days.
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	47F - Person and another peer were playing with the foam blocks on the basketball court when the other child threw his block at 47F - Person making 47F - Person lose his balance, trip over his blocks and fall, hitting his forehead on the court floor.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Remind children of sensible play and discuss with staff the importance of being aware of numbers at all times - a second staff member was on their way to the basketball courts as the numbers had just changed with a group of children moving outside to the courts.
Details of Action Taken (e.g. First Aid)	Ice pack and monitoring.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
061216 47F - Person.pdf	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy SAC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	13/12/2016
Incident Time	17:05
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Pri
Child's Gender	Male
Child's Date of Birth	47F - Persona



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	mother contacted by telephone at 5.10pm Mother arrived at the service at 5.30pm
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	The child was hit by a tennis racquet thrown in anger by another child during a game of tennis. The child was caught on the left side of his face causing a gash approx 2mm beside his left eyebrow.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Discussions with children regarding safe ways to express frustration and the danger of throwing things when angry or upset.
Details of Action Taken (e.g. First Aid)	first aid was applied by staff member. Pressure applied to wound and blood cleaned away
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
47F - Personal Privacy 2.1.pdf	incident report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal After School & Vacation Care
Service Approval Number	47F - Personal
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	19/12/2016
Incident Time	10:25
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was called immediately at 10:25am via mobile phone on 19/12/16. Parent was notified of the incident. Child's grandparent arrived 15mins later as Mother couldn't get there from work.
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	Child was pushed over causing them to hit the back of their head onto a metal beam on the wall. Child split open the back of his head on impact.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	All children were debriefed on what had happened, and reminded them all of not using their hands against other children and will continue to remind children of the no hands and feet against each other rule.
Details of Action Taken (e.g. First Aid)	Immediately a staff member rushed over the the child, checking their head. Noticed a lot of blood, called another staff member to get paper towel, staff applied pressure to the wound with paper towel. The child was asked if the felt sick, had a headache or felt dizzy. The answer to the above was all yes. The child had into shock and was shaking significantly.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
Scan_20161020.pdf	Serious Incident
Scan_20161219 (2).pdf	Serious Incident
Scan_20161219 (3).pdf	Serious Incident
Scan_20161219 (4).pdf	Serious Incident
Scan_20161219 (5).pdf	Serious Incident
Scan_20161219 (6).pdf	Serious Incident
Scan_20161219.pdf	Serious Incident

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Education Centre and Preschool - 1
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	21/12/2016
Incident Time	09:15
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Other
Type of Injury/Trauma/Illness (Other)	Head wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy



Child's Gender	Male
Child's Date of Birth	47F - Person A
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Pers (mum) notified upon collection as 47F - Pe showed no signs of fatigue or being unsettled
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	<p>At 9.15am in the senior yard, 47F - Pe and a peer were playing when an altercation occurred resulting in a block hitting 47F - Pe on the head. 47F - P provided an ice pack and monitored.</p> <p>21.12.16 - around 5.30pm 47F - Pers (Mum) phoned the centre to advise she had taken 47F - P to the doctors because he was complaining that his head was sore.</p> <p>22.12.16- approx. 8am 47F - Pe phoned the centre to advise the doctor as a precaution do an xray of 47F - Pe head. 47F - Pe advised provided xray is clean 47F - Pe will returned to care on Friday 23rd December 2016</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	All educators will remind children of correct use of playing with resources and sharing with their friends.
Details of Action Taken (e.g. First Aid)	Ice pack provided 47F - Pe monitored
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	47F - Personal Privacy

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Early Learning Centre 1
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	28/12/2016
Incident Time	08:40
Location	Play space
General Activity at the time	Arrival at the service
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy



Notification Number: **NOT-40165515**

Date generated: 28/12/2016

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was still on site so she was notified immediately and took 47F - P straight to the doctors. Time - 8:40am
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	A small rock was thrown by another child which hit 47F - P in the head. The parent took 47F - P straight to the doctors (she was still on site when the accident occurred) and the cut was glued.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Rocks removed from the playground and children have had discussions around the use of rocks for play.
Details of Action Taken (e.g. First Aid)	Pressure applied to stop the bleeding and an ice pack applied. As the parent was still at the service she took him straight to the doctors.
Name of Witness to the incident	47F - Personal Pri
Photos and Evidentiary Documents	
Supporting Docs 28.12.16.pdf	47F - Person Supporting Docs

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	23/12/2016
Incident Time	11:15
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Fracture/dislocation
Part of the Body	Arm/hand/finger
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy mother was on shift at the service at the time of the incident and was therefore notified immediately. She was caring for him from the moment of notification.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	<p>On Friday 23rd December 2016, the children were participating in a planned disco for the last day of vacation care. During this time a child has pushed 47F - Personal Privacy and he has fallen and held his hands out to catch himself. The staff member supervising at the time observed 47F - Personal Privacy and asked if he could move his fingers in which he could wriggle them.</p> <p>47F - Personal Privacy was taken into the main play space and his arm was immobilized, pillow was used to support it and ice was applied. The child was being cared for by his mother at the time who is also a staff member.</p> <p>The child then fell asleep and after 20 minutes woke up crying. 47F - Personal Privacy mother then took him to the hospital to be checked by a doctor.</p> <p>The doctors advised 47F - Personal Privacy that 47F - Personal Privacy had 2 breaks in his arm.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Children were reminded of the rules of safe play before the commencement of each session.</p> <p>Staff have been upskilled on supervision requirements.</p>
Details of Action Taken (e.g. First Aid)	HR process will be commenced with the staff member in regards to her reporting guidelines as this incident was not reported until 11/01/2017.
Name of Witness to the incident	Initial observations were taken of the child and he was sat to rest and immobilize his arm. Ice was applied. After 20 minutes the child woke crying and his mother took him to the hospital to be checked.
Photos and Evidentiary Documents	47F - Personal Privacy
47F - Personal Privacy	Incident report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



Notification Number: **NOT-40166931**
Date generated: 16/01/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	10/1/2017
Incident Time	17:15
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Fracture/dislocation
Part of the Body	Leg/foot
Child's Name	47F - Personal Pr
Child's Gender	Female
Child's Date of Birth	47F - Personal



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - was informed when she arrived on 10.01.17 at approximately 5.20pm. First aid was still being applied when she arrived.
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	47F - P was running during a game when her brother 47F - P lifted his leg and kicked her to try and stop her from running. Mum 47F - Person arrived as first aid was being applied. We informed her of the incident, she signed the incident report and they left the centre to go home. They arrived at the centre today (13.01.17) and 47F - was on crutches. We asked Mum 47F - what had happened and she said that she had decided to take 47F - P to the hospital and it was revealed that she had a small fracture to the top of the knee cap.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	47F - Personal Pri brother) was spoken to about the importance of safety in the playground and that kicking people is not acceptable behaviour.
Details of Action Taken (e.g. First Aid)	Ice pack was applied and 47F - P was assessed for injury. Her mother arrived as we were applying first aid. 47F told us she was going to take 47F - P home. We did not hear anything until this morning when 47F - arrived this morning she was on crutches and 47F informed us that she had decided to take 47F - to the hospital and there it was revealed that she had a fracture to the knee cap.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
47F - Personal Incident Report 10.01.17.pdf	Incident Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	16/1/2017
Incident Time	14:40
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Priv



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	A message was left for the mother to call the service at 2:44pm, however contacted mum at work at 2:45pm by phone
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	Another child attempted to do a tumble/cart wheel in front of 47F - Pe The other child's foot kicked 47F - Pe in the face area, resulting in splitting his lip.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Tumbles and Cart Wheels to only be done in isolated areas. One at a time on the slip and slide around water play.
Details of Action Taken (e.g. First Aid)	Cleaned the blood area, pressure applied to stop the bleeding and then an ice pack applied.
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
47F - Personal Privacy	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Early Education Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	2/3/2017
Incident Time	16:30
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Trip/fall hazard
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal P
Child's Gender	Female
Child's Date of Birth	47F - Personal P



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy rang the mother to inform her of the incident - Father arrived straight after the incident happened
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	<p>47F - P was playing on the wooden fort with another child, When the other child pushed 47F - P off the fort 47F - P was standing near the area of the fireman pole). 47F - P hit her chin on the wooden edge while falling onto the bark area.</p> <p>Staff member 47F - Personal Privacy which was heading outside at that time and 47F - Person was at the back of the fort with some children) picked up 47F - P and grab a cold compress and pressed on the wound to reduce the blood exposure. 47F - Personal Privacy then brought 47F - P to the office to 47F - Personal Privacy which then 47F - Personal Privacy (Centre Manager) called Mum.</p> <p>Mum arrived approx 20 minutes after calling and was very calm. She mention that this is little compared to one under her eye that happened at another childcare centre a long time ago. Mum signed incident form and went to Doctors. Friday 3/3/17 Mum brought 47F - P back to care and mention that we got it glued but we then got home and 47F - P re-opened her wound and needed to go back to the hospital to re glue it. Mum mention that she is a very clumsy and she will be fine and said thank you.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	1: Supervision Plan and Policy Review 2: Risk Assessment Review
Details of Action Taken (e.g. First Aid)	<p>- 47F - P had cleaned her chin and observe the wound</p> <p>- 47F - Personal Privacy attention the incident to Centre manager 47F - Perso</p> <p>47F - Perso</p> <p>47F - Personal Privacy applied First Aid- applied cold compress and Icepack)</p> <p>47F - Personal Privacy rang the mother to inform her of the incident</p> <p>- Incident form filled in by 47F - Personal Privacy</p> <p>- 47F - Personal Privacy investigated what happen and spoke to the child who pushed 47F - P off the fort (child was 47F - Personal Privacy)</p>
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
SI01 Supporting Docs 2.3.17.pdf	Supporting Docs

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal OSHCare
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Father was notified by phone
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	9/1/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

11.10am at [47F - Person] OSHC, [47F - Person] was playing lego with a group of children. Child A (upset that his lego was broken) threw a block of lego at [47F]. The piece of lego hit [47F] on the bridge of the nose resulting in a 1cm cut. [47F] was treated with a bandage and ice pack to stop the bleeding. [47F - P] father collected him an hour later and stated he was taking him to hospital to have the cut checked.

Photos and Evidentiary Documents

NQITS_113_20150109

[47F - Personal]

Injury report [47F - Pers]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.

Child's Name 47F - Personal

Child's Gender Male

Child's Date of Birth 47F - Personal Pr

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification Mother was notified by phone at 4.30pm

Name of child's parent(s) or guardian(s) 47F - Personal Pri

Phone number of child's parent(s) or guardian(s)

Date of incident 10/12/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

4pm at [47F - Personal] OSHC, [47F - Personal] had been annoying students outside and a number of attempts were made in asking him to stop. During this discussion with [47F - P] staff member [47F - Perso] placed her hands on the side of [47F - P] head and moved in an up & down motion, ruffling his hat and aggravating his ear. This motion aggravated [47F - P] ears. [47F - Perso] has been stood down pending further investigation. Full details of incident and reports attached. Parent contacted Qld Police. [47F - Personal Privacy] Form has been completed and lodged.

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

NQITS_123_20151210_Incident [47F - Personal Privacy]

Name(s) of educators who witnessed the incident

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Educator's Name	47F - Personal Privacy
Address	
Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Friday 3rd June. The incident happened approx 6.45/50pm and The parent of the harmed child (B), parent was phoned at 6.58. This parent arrived within 10 mins. Second parent of child A, was also phoned but no response. Another emergency person of child A was contacted also. Incident: Child A had used a knife to slice the middle finger on the right hand of Child B.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	



Date of incident	3/6/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Time: approx 6.45pm. In the Educators home. In the family care room. Child A used a knife to cut another child's finger. Parents came straight away and took child to the hospital. No to an ambulance being called. The incident was reported to the police by the Educator, Coordinator and Parent of Child B on the morning of Saturday 4th June.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Care for Child A will cease for now and the parent has been asked to have the issues delt with. Referral agencies will be given to the parent Family and Child Connect as well as IFS. The child is already under Disability Services and also goes to [47F - Personal Privacy] If and only If the Educator wants this care back the child wouldn't be in care with any other child for the same period of time. (The Educator is not keen at this stage even though the child has been with this Educator since she was three). I must mention this is the first time this child has ever shown this behaviour. Follow up visits and calls to the Educator were made on Saturday and Sunday. To the parent on Saturday and Sunday. A meeting with the child A parent will be made to discuss further action of the incident and the referral agencies to contact in assisting the family. Please see additional email with notes on the incident and photos. Educator will send through txt messages of the days conversation with parents and the scheme Coordinator.
Photos and Evidentiary Documents	
DOC124.PDF Incident Report and Notes	
Name(s) of educators who witnessed the incident	[47F - Personal Privacy] is the Educator. She did not actually see the incident happen.
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	Did not attended but reported to Constable [47F - Personal Privacy] Police Station on Saturday 4/6/16.

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Family Day Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	17/1/2017
Incident Time	11:15
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Educator Name(s)	47F - Personal Privacy
Educator's Address	
Child's Name	



Child's Gender	Male
Child's Date of Birth	47F - Pers
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	This incident occurred at 11.15 am. 47F - Pers phoned 47F - Pers mother at 11.17 am. Date it happened was 17 Jan 2017.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	The children in care were engaging in throwing plastic quoit rings to each other. One child picked up a wooden block and threw this instead of a plastic ring which struck 47F - P on the forehead.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	To maintain close supervision and explain to the children what is appropriate to throw and not to throw
Details of Action Taken (e.g. First Aid)	47F - Pers applied pressure to the wound and took 47F - P indoors where she checked the wound again and continued pressure until 47F - Pers mother arrived. 47F - Pers offered 47F - Pers drink of water. 47F - Pe became pale and his eyes were closing and so 47F - Pers called an ambulance. 47F - Pers mother arrived before the ambulance and chose to take 47F - P to the hospital herself.
Name of Witness to the incident	N/A
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



Notification Number: **NOT-40167778**
Date generated: 19/01/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Learning Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	18/1/2017
Incident Time	15:20
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy notified 47F - P mother 47F - Personal Privacy but no answer. Rang 47F - Person @ 3:30 pm 18/01/17
Name of parent or guardian notified	47F - returned to care the following day 19/01/17. Spoke to 47F - 47F - B she went to the doctors. they checked his head and said they couldn't do anything. NO stitches or glues required
Phone number of parent or guardian notified	47F - Personal
Further Details of the Incident	47F - B was playing in the rock creek. One of the older children was playing at the other side of the rock creek. The older children picked up a rock and through it in 47F - P direction. it struck 47F - in the back of the head causing a laceration on the back of his head.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	As per Risk assessment. when children are in that area of play. to assist then during this play experience to ensure no harm come to any child. guiding them during the learning experience
Details of Action Taken (e.g. First Aid)	Controlled bleeding, Cleaned wound and applied ice
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
Adequate_supervision_policy[1].doc	Supervision policy
Adequate_supervision_procedure[1].docx	Supervision procedure
corrective action plan 18-01-17 rock bed incident.docx	Corrective action plan
47F - B head wond.jpg	picture of head injury
incident form.pdf	47F - B incident form
ratio JK SK K.pdf	Ratio sheets JK SK K rooms
ratio Toddlers.pdf	Ratios sheets Toddlers 1 and 2
Rock river risk assessment.pdf	Rock river risk assessment
Staffing_arrangements_policy[2].docx	Staffing arrangement

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	19/1/2017
Incident Time	14:30
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>47F - Personal Privacy rang at 2.45pm. Left message. 47F - Personal Privacy rang at 2.48pm. Left message. 47F - Personal Privacy rang at 2.55pm. Left message</p> <p>47F - Personal Privacy rang at 3.15pm. Answered. 47F - Personal Privacy spoke with 47F - Personal Privacy.</p>
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	<p>Packing away before afternoon tea. 4 children in small construction area. Child X threw construction wheel at 47F - Personal Privacy. Hit 47F - Personal Privacy in the eye, splitting part of the eye along eye lash and small cut on corner of eye.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Parents of other child spoken to on collection. Other child's behaviour monitored. Behaviour management plan to be formulated by ECT and Nominated Supervisor regarding child's pro-social play strategies. (Other incidents throughout day).</p>
Details of Action Taken (e.g. First Aid)	Ice applied to eye for minimum 45 minutes.
Name of Witness to the incident	None
Photos and Evidentiary Documents	

47F - Personal Privacy

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	31/1/2017
Incident Time	12:40
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Pers

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - (mother) was contacted within five minutes of the incident occurring. She was informed of the injury and she requested that a photo be emailed through to her, so that she could decide if she wanted to take 47F - Person to the doctor. Parent decided to collect him and seek medical advice. Awaiting Outcome of injury
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	47F - Person and another child were playing on the mat when the other child pushed him. 47F - Person fell onto a block box and him his head, causing it to split above his right eyebrow.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	1: Supervision Plan and Policy Reviewed 2: Risk Assessment Reviewed
Details of Action Taken (e.g. First Aid)	Pressure applied to wound until bleeding eased Wound cleaned with sterile water 2x steri-strips applied
Name of Witness to the incident	47F - Person
Photos and Evidentiary Documents	
Supporting Docs 31.1.17.pdf	Supporting Docs

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	2/2/2017
Incident Time	15:50
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Fracture/dislocation
Part of the Body	Arm/hand/finger
Child's Name	47F - Personal Pri
Child's Gender	Male
Child's Date of Birth	47F - Pers



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was left a message at 4:00pm. The parent returned the call at 4:10pm and was requested to collect the child to seek medical attention.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	An educator noticed the child crying on the soft fall in the playground and approached the child. The child advised he was pushed by another child causing him to fall off the obstacle course. The child had no visible injury however approximately 20 minutes after the incident the child's left shoulder appeared to be swollen and the child said he was experiencing pain. The parent has since advised the service the child was taken to the hospital where he received an x-ray which showed he has a broken clavicle. The Area Manager - 47F - Personal Privacy 47F is aware of the incident. The service will continue to liaise with the family for when the child will return to the service.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	
Details of Action Taken (e.g. First Aid)	An ice pack was applied to the shoulder.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
Job799828 Action2982434 47F - Personal Privacy	Injury and illness report
	Incident report.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Preschool & Kindergarten
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	2/2/2017
Incident Time	09:00
Location	Outdoor other
Location (Other)	Slide attached to playground
General Activity at the time	Arrival at the service
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Fracture/dislocation
Part of the Body	Arm/hand/finger
Child's Name	47F - Personal Pri
Child's Gender	Male



Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parents present at centre at time of accident.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	Child standing at top of the slide, holding onto handles either side. Children behind pushed him and he fell to ground onto softfall.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Children were grouped for discussion of revision for safe use of slide. Waiting procedure demonstrated. Verbal cue placed at top of slide: "Stop Sign" and box marked on decking at top of slide to indicate required space between individuals Softfall to be checked for effectiveness Centre to investigate placement of horizontal bar at top of slide.
Details of Action Taken (e.g. First Aid)	Ice pack applied to lower arm. Administered by parent
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
IMG_6336.JPG	Photo of slide
47F - Personal Privacy	Centre Injury Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	1/2/2017
Incident Time	15:20
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Eye trauma
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>47F - Personal P attempted to contact the child's mother 47F - Person 47F - P at 3:25pm immediately after the incident, the phone went directly to message bank and 47F - P left a message to contact the service.</p> <p>47F - P attempted to contact the parent again at 3:45pm and advised 47F - Pers of the incident, 47F - Perso came directly to the service to collect 47F - P</p>
Name of parent or guardian notified	47F - Personal Priva
Phone number of parent or guardian notified	
Further Details of the Incident	<p>While playing with a group of children 47F - P was hit by a rock thrown by another child. The rock hit 47F - under her right eye resulting in two small abrasions and swelling and bruising between her eye and cheek bone. First aid was rendered immediately and ice applied until 47F - P was collected by her mother from the service. Lead Educator 47F - Pe 47F - Pe attempted to contact 47F - Personal Priva (mother) at 3:25pm and the phone went directly to voice mail, 47F - P left a message to contact the service. 47F - P attempted contact again at 3:45pm it was at this time she was able to advise 47F - Perso of the incident 47F - Perso advised she would collect 47F - P immediately and come directly to the service.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Educators and Centre manager will review risk assessments and supervision plan of the senior play ground at scheduled educators meeting on Tuesday 7th Feb 2017. Educators will continue to educate the children regarding safe use of the rocks and other play equipment.
Details of Action Taken (e.g. First Aid)	<p>Area was cleaned by 47F - Personal P and Ice was applied, a fresh ice pack was given to the parent to take home and continue to use with the child.</p> <p>Medical Attention Sought - Awaiting Outcome</p>
Name of Witness to the Incident	47F - Personal Pri
Photos and Evidentiary Documents	
Supporting Docs SI01 1.2.17.pdf	Supporting Docs

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	

Notification Number: **NOT-40170630**

Date generated: 07/02/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
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Provider Number	
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Provider Approval Status	Approved
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Service

Service Legal Entity Name	
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Service Trading Name	47F - Personal Privacy	OSHC
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Service Approval Number	
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Service Approval Status	Approved
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Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
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Incident Date	6/2/2017
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Incident Time	08:15
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Location	Play space
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General Activity at the time	Play-based program
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Cause of Injury/Trauma/Illness	Child/child interaction
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Did Emergency Services attended	No
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Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
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Type of Injury/Trauma/Illness	Other
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Type of Injury/Trauma/Illness (Other)	Impact to ear
---------------------------------------	---------------

Part of the Body	Face/head
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Child's Name	47F - Personal Privacy
--------------	------------------------

Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The incident happened at 8.15am on 6/2/17 and the parent was phoned at 8.23am on 6/2/17 after first aid had been applied.
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	<p>The children were playing handball in the undercover area and there was disagreement over the rules of the game. A staff member was present supervising the game. Child A (Grade 4 boy) was frustrated with 47F student hurt) as 47F kept continuously saying "you're not in this square" because he had gotten out but would not leave. Both students are the same age and have a friendship that goes up and down at times. Student A suddenly lashed out at 47F and hit him in the ear with his fist.</p> <p>Student A has a history of anger management which is being addressed as a result of this incident.</p> <p>As this occurred during Before School Care, a staff member took 47F to the school office and arranged for 47F to be collected by his grandmother who took him to the GP as 47F had indicated that his ear was ringing a bit and he could not hear well out of it.</p> <p>Mum has subsequently confirmed that the GP cleared him on any issues and he will return to the service today.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>We understand from Child A's parent, in hindsight, that there was an altercation between the 2 boys at a birthday party on the previous weekend that may explain the very quick escalation without warning in this situation, however this did not justify his response.</p> <p>Rules of the game had been explained to the children before the game commenced but staff on this day and we will make all staff conscious of the interactions between the older boys to ensure that games do not get inappropriately physical. This retaliation happened very suddenly and was not possible to prevent at the time. Child A is being addressed separately.</p> <p>Staff will also discuss with children generally the importance of keeping their hands and feet to themselves and talk to children about the fact that just one punch can cause serious injury to another child which can have long term injury to a child.</p> <p>With the parent permission, this issue was also discussed by a School Plus Director 47F - Person with the Deputy Principal of 47F - Personal Private 47F - Person who also offered and has spoken to Child A to reinforce this message.</p>
Details of Action Taken (e.g. First Aid)	<p>An ice pack was applied to the 47F ear and the Coordinator contacted 47F - Person mum to advise of the incident. Mum arranged for 47F to be collected from the school office by his Grandmother who took him to the GP to check out his ear. The Coordinator checked with mum in the afternoon of 6/2/17 and mum texted back that 47F was fine. He returned to care on 7/2/17.</p>



Notification Number: **NOT-40170630**
Date generated: 07/02/2017

Name of Witness to the incident

47F - Personal Priv

Photos and Evidentiary
Documents

Incident Report
07022017.pdf

47F - Pe Incident 07022017

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Childcare Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	16/2/2017
Incident Time	10:25
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Staff called Director down to room immediately. Director check on child. Called mum 47F - P at 10:30am on 16/02/17 to recommend a doctors visit.
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	47F - P was playing with another child using poly pipe on their arms to be robots. The other child hit a pipe into 47F - P face. His skin split, halfway between his nose and upper lip, approx. 1cm in length. It cut deeply, almost all the way through.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Poly pipe has been packed away in shed until it can be re-checked for sharp edges (none apparent).
Details of Action Taken (e.g. First Aid)	47F - P was comforted, wound cleaned to see extent of wound. Ice pack applied. Staff members were supervising nearby but did not see incident. Verified story with 47F - P and other children.
Name of Witness to the incident	
Photos and Evidentiary Documents	
201702171	47F - Personal Privacy

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Early Learning Centre
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	16/2/2017
Incident Time	09:35
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	9:40am
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	Child was hit in the right eye-lid with a block. Child was in the black area building and another child hit the first child with a wooden block.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Continue with active supervision.
Details of Action Taken (e.g. First Aid)	Ice pack applied immediately, child was comforted by staff. Student health nurse was contacted
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
21.02.2017 - Parent contact	Parent Contact Details
47F - Personal Privacy	
	Incident Report
	Serious Incident Report
SI01 - 16.2.17.pdf	SI01

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Per Early Learning Centre
Service Approval Number	47F - Personal P
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	21/2/2017
Incident Time	14:30
Location	Indoor other
Location (Other)	Hat rack on the wall
General Activity at the time	Transition
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Other
Type of Injury/Trauma/Illness (Other)	suspected concussion
Part of the Body	Face/head



Child's Name	47F - Personal Priv
Child's Gender	Male
Child's Date of Birth	47F - Personal P
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mother called at 3.25pm- no answer Mother called again at 3.30pm- no answer Father called at 3.32pm- voicemail left No other contacts available Mother called back at 3.48pm- spoke with 2IC who informed her of the incident. Mother called centre later that afternoon at approx. 4.55pm after doctor's appointment to advise they were referred to the hospital for monitoring of suspected mild concussion.
Name of parent or guardian notified	47F - Personal Priv
Phone number of parent or guardian notified	
Further Details of the Incident	On Tuesday 21st February 2017 at approx. 2.30pm, child 47F - was pushed by another child into a wooden dowel rack (see attached Incident Report). Child was closely monitored and became unwell at approx. 3.20pm. Nominated Supervisor was notified and parent contacted immediately. Parent collected child at approx. 4.05pm to attend doctor appointment booked by Mum 47F - Personal Priv
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Debrief with staff involved in incident. Room staff to consider need for dowel rack in room. Update risk assessment for dowel rack.
Details of Action Taken (e.g. First Aid)	Senior Educator 47F - Personal P provided first aid (ice pack) and observed child closely after incident. Nominated Supervisor 47F - Per 47F - Per informed and inspected child immediately. 2IC 47F - Personal instructed to call parent while Nominated Supervisor continued to monitor 47F - Child given water, a cool place to rest and a cool face washer. Mum arrived at approx. 4.05pm.
Name of Witness to the incident	47F - Personal P
Photos and Evidentiary Documents	
SI01 22.2.17.pdf	47F - Personal Privacy attached documents

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



Notification Number: **NOT-40174437**
Date generated: 24/02/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	24/2/2017
Incident Time	15:25
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Perso
Child's Gender	Male
Child's Date of Birth	47F - Perso



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

[47F - P] parents were phoned immediately (at 3:30pm on Thursday 23rd February) and it was requested that they collect [47F -] immediately and take him to seek Medical advice.

[47F -] was collected at 4:10pm by his Mother [47F - Personal] [47F - P] [47F - Per] phoned [47F - P] family on Friday 24th of February to find out the result of [47F - P] injury. [47F - Per] had taken [47F -] to their Family Doctor on Friday morning (24th February) and the Doctor's had not administered any treatment. They told [47F - Per] to "keep an eye" on [47F - P] eye for swelling in the next few days and to bring [47F -] back if his eye lid began to swell.

Name of parent or guardian notified

[47F - Personal P]

Phone number of parent or guardian notified

Further Details of the Incident

There was a group of children playing with a plastic toy lady bug and one of the children had taken the toy and was running around with it, the other children chasing this child. The child then threw the lady bug and it accidentally hit [47F -] in the eye causing a cut directly under his eyebrow.

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

After reflection, this incident was not caused due to any activity that posed a particular risk to children's safety. It was a game that the children were playing and an accident happened as a result of a child throwing a plastic toy.

We will continue to support our educators in their supervision of all children and continue to explore how to talk about "risk" and making safe choices with our children.

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

Pressure was applied to the wound, ice was applied to reduce swelling, and the wound was gently wiped clean- the small cut to his eyelid did stop bleeding after a few minutes and steri strips applied. The child was monitored closely by [47F - Personal]

Name of Witness to the incident

[47F - Personal Privacy]

Photos and Evidentiary Documents

Incident Report.pdf

Incident Report

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	47F - Personal Privacy
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	22/2/2017
Incident Time	17:10
Location	Outdoor other
Location (Other)	Oval
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male



Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Called parents several time with no answer. Advised on arrival about half hour after incident occurred.
Name of parent or guardian notified	47F - Personal Priv
Phone number of parent or guardian notified	
Further Details of the Incident	A child was hit in the lip with a plastic cricket bat by another child.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Perpetrator has been spoken to about appropriate interactions with others. Parents spoken to and consequences being followed through at home.
Details of Action Taken (e.g. First Aid)	Child brought to centre, paper towel and ice pack applied
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
img095.jpg	Inciden, Illness and Accident Form

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	1/3/2017
Incident Time	09:20
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Persona



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	1.03.17 - After first aid was applied to 47F - Person called mum 47F - 47F - Per on mobile and home numbers at 930am (no response), 945am (no response) and then 950am spoke to mum. She said she was coming in to pick him up and decide if she was going to take him to the doctors.
Name of parent or guardian notified	47F - Personal Pri
Phone number of parent or guardian notified	
Further Details of the Incident	Incident occurred during playtime outdoors. 47F - was playing on a 4 wheeled car on a car track when another child knocked 47F - in the back of the head with a small wooden block. This caused a bump on his head which also had a graze mark on which was bleeding. 47F - was comforted immediately, first aid applied and TLC given. Bleeding stopped quickly once pressure was applied. He refused an icepack. 47F - sat with 47F - Pers (Lead educator) for 20 minutes and in that time he was irritable if moved. When 47F - stood up he seemed a bit wobbly on his feet. After 20 minutes of sitting with 47F - Pers he started interacting with other children again and playing with activities. Seemed steady on his feet after this time. He had settled by then.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	1: Discussed limits, rules and safety with the children. 2: Reviewed supervision with the educators. 3: Staff memo put out regarding supervision and safe set ups. 4: Discuss other child's actions with his family and start a behaviour management plan.
Details of Action Taken (e.g. First Aid)	47F - was comforted immediately. 47F - Pers called to 47F - Pe (Director) they needed assistance and 47F - P said to lead educator we may need you 47F - Personal Privac was on educational leader planning at the time of the incident). We attended to 47F - by cleaning the wound, wiping him clean and 47F - Pers held the cool cloth on the back of his head for about 5 minutes before moving him indoors to change his shirt and sit with him. The bleeding had stopped after pressure was applied.
Name of Witness to the incident	47F - Personal P
Photos and Evidentiary Documents	
SI01 Supporting Docs 1.3.17.pdf	Supporting Docs

Contact Details

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Family Day Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	6/3/2017
Incident Time	14:25
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Other
Type of Injury/Trauma/Illness (Other)	47F - P bumped her head, causing a cut to her forehead, however, the cut did not bleed.
Part of the Body	Face/head
Educator Name(s)	47F - Personal Privacy



Educator's Address	47F - Personal Privacy
Child's Name	
Child's Gender	Female
Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	After the initial first aid was administered, 47F - Pers phoned mother at 14.32pm
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	47F - Personal Privacy were playing on the foam turtle play set on the undercover patio. 47F pushed 47F - P causing her to fall and hit her head.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	The accident was a result in children's play reaching an excited level, and a friendly push, led to 47F - P tumbling off the play equipment. 47F - Persd will continue to actively supervise the children's play, and ensure that the soft fall mats are in place.
Details of Action Taken (e.g. First Aid)	47F - Persd applied ice to 47F - Pel forehead, comforted her, and phoned her mother.
Name of Witness to the incident	
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Early Learning Centre
Service Approval Number	47F - Personal
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	7/3/2017
Incident Time	10:00
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal



Notification Number: **NOT-40176615**

Date generated: 08/03/2017

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy mum was contacted by phone at 10.15a.m. on the 7/3/17 - fifteen minutes after the incident occurred.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	47F - Personal Privacy
Further Details of the Incident	Entered by RA:SE - 47F - Personal Privacy was playing inside a cubby house in the yard. She came out with blood streaming from her left nostril. She and another child told staff another child had hurt her. That child was seen returning a plastic coated wire stick that had a toy butterfly on it into the garden. Children reported it was inserted into her nostril from outside the cubby.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	
Details of Action Taken (e.g. First Aid)	
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	

Contact Details

Name	47F - Personal Privacy
Phone Number	47F - Personal Privacy
Email Address	47F - Personal Privacy



Notification Number: **NOT-40178167**
Date generated: 16/03/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	15/3/2017
Incident Time	08:10
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	No
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Concussion
Part of the Body	Face/head
Child's Name	47F - Personal Pri
Child's Gender	Male
Child's Date of Birth	47F - Personal P



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mother called and advised of injury at 8.35. Advised child had no obvious signs of concussions and appeared calmer. Also, advised mother than teacher has been advised of injury and would also be assessing. MOTHER ADVISED 7.02AM ON 16/03 THAT CHILD WAS TAKEN TO HOSPITAL DURING DAY (AFTER SCHOOL CALLED) AND HAD MILD CONCUSSION.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	Unauthorised play fighting at Junior Playground. Both boys were displaying physical misconduct through striking each other. E.g. arm and legs. 47F - P fell over and injured his head and elbow.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Talk to children more regularly about rough play – the dangers and why it is not allowed. Ensure all staff (written and verbal communication) are using the redirect technique when they see children behaving inappropriately.
Details of Action Taken (e.g. First Aid)	An ice pack was given and applied to the area. At this time a red mark only appeared and no noticeable lump present. Child was monitored closely until bell rang. Coordinator advised at 8.30 and walked child to class and advised teacher. Parent then called and advised of situation.
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
47F - Personal Privacy	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Person Early Learning Centre
Service Approval Number	47F - Personal
Service Approval Status	Approved

Incident

Incident Type	* Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner (Examples: Whooping cough, broken limb, anaphylaxis reaction); or for which the child attended, or ought reasonably to have attended, a hospital.
Child's Name	47F - Personal P
Child's Gender	Female
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Person Kindy Teacher, notified 47F - P mother 47F - Personal face to face at 5:00pm when she arrived to collect 47F - from the centre.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	14/10/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	In summary, 47F - Personal Pr and 47F - Person were found in the toilets. 47F - later admitted to looking at her vagina. Upon discussions with 47F - Personal Pr Student Protection Officer at 47F - Person 47F - Personal Pr on 15/10/15 with 47F - Personal Privacy (mother) it

Description of incident (including time, location, circumstances, emergency services involvement, etc)

appears that digital penetration occurred during the time in the toilets.

[47F - Personal Privacy]

The following provides further details from staff.

[47F - Personal Privacy] provided this report immediately after the event,

Wednesday 14.10.15;

This afternoon at about 4:35pm, Staff noticed [47F - Personal Privacy]

was not visible in the playground. We immediately began looking for him and found him about 2 or 3 minutes later in the [47F - Personal Privacy] toilets with

[47F - Personal Privacy] Assistant [47F - Personal Privacy] told her to

come out of the cubical and it was ok to come out and [47F - Personal Privacy]

[47F - Personal Privacy] asked [47F - Personal Privacy] if she was alright. [47F - Personal Privacy] immediately said "He tried to touch my vagina". All 3 staff [47F - Personal Privacy] heard this)

I, [47F - Personal Privacy] sat with [47F - Personal Privacy] who was slightly teary and visibly upset and shaky and asked her if she was hurt or in any pain. [47F - Personal Privacy] said she was ok but sad. [47F - Personal Privacy] explained that [47F - Personal Privacy] had asked her to go into the toilets with him. Once in there he had asked her to see her vagina and touch it. [47F - Personal Privacy] was comforted and staff stayed with her until mum came.

I also spoke to [47F - Personal Privacy] but he denied having tried to see her vagina and said "She must have misunderstood me". He also asked if I was going to tell his parents.

I reported the incident to [47F - Personal Privacy] (Responsible person in Charge) as well and also rang [47F - Personal Privacy] as soon as I was free to.

[47F - Personal Privacy] mum has been informed and we told her we would be in communication with her regarding this incident.

[47F - Personal Privacy] mum has also been spoken to and she sat with [47F - Personal Privacy] he admitted that he had asked the little girl to go onto the toilet and he just wanted to see what her vagina looked like. He also admitted to shutting the external toilet door.

[47F - Personal Privacy] mum wanted to know what would now happen. I told her I would be required to report the incident and we would be in communication with her as to what would be our next step.

I tried to reassure her that the result would probably look something like counselling, but that I was not at all sure what the protocol was, but we would be in communication with that information.

[47F - Personal Privacy] provided this report after having an impromptu meeting with [47F - Personal Privacy] mother & [47F - Personal Privacy] (Administrative Receptionist), Wednesday 15.10.15;

At 8.10 this morning [47F - Personal Privacy] arrived with her Mother [47F - Personal Privacy] [47F - Personal Privacy] was talking to [47F - Personal Privacy] (front desk administrator) and was very distressed. She asked if she could talk to me regarding an incident that had occurred with her daughter [47F - Personal Privacy] yesterday afternoon after I had left the premises. I had no prior knowledge that there had been an incident.

[47F - Personal Privacy] accompanied me, on my request, into [47F - Personal Privacy] office where [47F - Personal Privacy] explained what had occurred. [47F - Personal Privacy] explained that when she

arrived at 5.10pm yesterday afternoon [47F - Personal Privacy] approached her and explained that there had been an incident with [47F - Personal Privacy] said that

[47F - Personal Privacy] told her that another child (a boy) had taken [47F - Personal Privacy] into the toilet and locked the door. [47F - Personal Privacy] said that [47F - Personal Privacy] explained that she thought

nothing had happened in the toilet. [47F - Personal Privacy] said that [47F - Personal Privacy] [47F - Personal Privacy] said that she felt

the staff didn't really know what had happened but it was all a bit of a blur when [47F - Personal Privacy] were talking to her as she was in shock

[47F - Personal Privacy] then explained that she took [47F - Personal Privacy] and then home. She said that she spoke to [47F - Personal Privacy] about the boy in the

toilet and [47F - Personal Privacy] told her that the boy had told her to go into the toilet with him. [47F - Personal Privacy] said that [47F - Personal Privacy] told her that the boy had taken her into the toilet and told her to pull down her pants and touched her. She said

[47F - Personal Privacy]

47F - Personal Privacy

47F - Personal Privacy I asked 47F - P₁ "do you know how she got out of the toilet" and 47F - P₁ told us that 47F - P₂ had come to the toilet and unlocked the door. She said 47F - P₂ had cuddled her and she stayed with 47F - P₂ for the rest of the afternoon.

47F - Personal Privacy

47F - P₂ assured 47F - P₁ throughout the conversation that the incident was been taken very seriously and already last night and this morning it was been dealt with - 47F and 47F - P₂ were aware of it, it had been reported to the school 47F - Person₃ Child Protection and the police. She explained that the parents of the boy had been contacted and that the child would no longer be able to attend the service. 47F - P₂ explained that 47F - Person₃ would contact her today after 11am. We both comforted 47F - P₂ and I assured her I would keep 47F - close to me today and be there for her if 47F - brought up the incident with me. 47F - P₂ asked if I would please tell her if 47F - talked about the incident with her. During the conversation 47F - P₂ appeared distressed and confused names and jumped from event to event when talking about it.

Photos and Evidentiary
Documents

47F - Personal Incident Report -
14.10.15.pdf

47F - Personal Incident Report - 14.10.15

Name(s) of educators who
witnessed the incident

47F - Personal Privacy

If relevant, name and contact
details for emergency service
personnel who attended the
incident (i.e. Department of Child
Safety, Police, other Regulatory
Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address

Notification Number: **NOT-40165802**

Date generated: 04/01/2017

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	3/1/2017
Incident Time	12:15
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Pers mother was phoned following the incident at approximately 12.25pm, and was informed of the incident. The Coordinator explained that she felt he needed stitches and due to this an ambulance was called.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	47F - Pers was playing with another child when the other child pushed him and he fell back hitting his head on the corner of a door. This caused a cut to his forehead. The Coordinator called an ambulance as she felt that the cut would need stitches. The child was taken to hospital for assessment and we are waiting on information of the outcome.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Children are reminded at the start of each play session about the rules and safety precautions. Children will continue to be spoken to in regards to safe play and interactions.
Details of Action Taken (e.g. First Aid)	Paper towel was applied to assist with the bleeding and the child was made comfortable while waiting for the ambulance.
Name of Witness to the incident	
Photos and Evidentiary Documents	
47F - Personal Privacy	Incident report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	12/1/2017
Incident Time	10:10
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal Pr
Child's Gender	Male
Child's Date of Birth	47F - Person



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was contacted at 10:12am and requested an ambulance be contacted.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	The child was at the playground, when another child hit the child on the left side of the forehead with a toy metal road sign, causing an open wound approximately 4cm in length. Educators applied cold compress and the parent was contacted. The mother requested the service to contact an ambulance, which was contacted at 10:15am. The ambulance attended the service at 10:40am. The child was transported to the local hospital, accompanied by the parent. The child received 8 stitches, to close the wound. The child will return to the service on 16/01/17.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	The children's road signs have been removed from the environment.
Details of Action Taken (e.g. First Aid)	Compression applied, until the ambulance attended the service.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
47F - Personal Privacy Incident Report.pdf	Incident Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	13/1/2017
Incident Time	12:50
Location	Play space
General Activity at the time	Transition
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Sprain
Part of the Body	Arm/hand/finger
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Person

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Staff rang mum on the phone a few minutes after the incident happened and left a message. It was then assessed that an ambulance should be called. Mum called the service back at 1.09pm. The Coordinator, 47F - Personal explained the action taken and that an ambulance had been called. The Ambulance arrived at 1.20pm and Mum also arrived soon thereafter whilst the ambulance was at the service.
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	
Further Details of the Incident	See Incident Report Attached The student was sitting on the edge of the stage in the school hall. When the group was transitioning to the next activity, a child sitting at the base of the stage pulled 47F - Pe legs causing her to slip off the edge of the stage landing awkwardly on her left wrist and her bottom. First Aid was immediately applied in the form of an ice pack however after being monitored for 10 minutes it was decided by staff to contact the ambulance as swelling was present.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Staff were debriefed after the incident and reminded that children were not to sit on the edge of the stage or be on the stage, as this area is out of bounds. NB Children had not been playing on the stage, just resting on the edge of it. This message will also communicated in a follow up email to all staff issued with the weekly roster. Staff spoke to children to remind them of the rules around the stage. This will also be reinforced during morning and afternoon chat times with the children on an ongoing basis.
Details of Action Taken (e.g. First Aid)	An ice pack was applied to the wrist however the wrist swelled up within 10 minutes of the incident and was quite painful so the decision was made to ring an ambulance. The ambulance arrived 30 minutes after the incident and the ambulance officer decided that an x-ray would be required and the ambulance officer placed a splint on her arm. The parent was happy with the action taken by the service to support 47F - P and staff also contacting the ambulance as mum could not be initially contacted.. The parent rang staff at 4pm on the same day and advised staff that the injury had been assessed as a sprain at this stage but they had to go back in 5 days for a follow up xray. The parent then dropped off a copy of the Hospital Report to the Service. 47F - P returned to care on 16/01/2016 with her arm in a sling and a compression bandage. She had a good day.
Name of Witness to the incident	47F - Personal Privacy (Assistant Coordinator)
Photos and Evidentiary Documents	
Hospital report.pdf	Hospital Report
Incident Report 47F - Person 12012017.pdf	Incident Report 47F - Person
Stage photo.jpg	stage photo



Notification Number: **NOT-40167259**
Date generated: 16/01/2017

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	19/1/2017
Incident Time	10:50
Location	Play space
General Activity at the time	Leisure-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Person



Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was notified at 11am and requested staff to contact an ambulance.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	
Further Details of the Incident	On 19 January 2017, an ambulance attended 47F - Personal Privacy 47F - Personal Privacy to provide medical treatment to a male child aged 41 years who sustained an injury whilst at the service. At 10.50am, the child was hit in the head with a plastic shovel by another child. The child sustained a cut to the forehead as a result of the incident. An ambulance was contacted and attended the service. Paramedics treated the child at the service. The child did not require transportation to the hospital.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	
Details of Action Taken (e.g. First Aid)	Cold compress applied and wound was cleaned and dressed.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Family Day Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	20/1/2017
Incident Time	11:40
Location	Play space
General Activity at the time	Meal time
Cause of Injury/Trauma/Illness	Child/adult (non-staff) interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Fracture/dislocation
Part of the Body	Arm/hand/finger
Educator Name(s)	47F - Personal Privacy
Educator's Address	
Child's Name	



Child's Gender	Female
Child's Date of Birth	47F - Pers
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	the mother was called immediately after the ambulance was called and arrived before the ambulance arrived. the mother was called on her mobile phone
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	the child was sitting a trike in he play area, her sister pulled the trike out from under her, the child fell forward and broke the fall with her right hand breaking her wrist
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	there was not enviromental risk to fix, it was an accident caused by sibling
Details of Action Taken (e.g. First Aid)	the educators own child called 000 while the educator comforted the injured child, they sat in the shade, the educator tried to apply ice but it was to painful for the child. the mother was called and arrived to go into the ambulance with the child to the hospital.
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
47F - Perso.pdf	Office incident form fo 47F - Personal Privacy

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	6/2/2017
Incident Time	10:15
Location	Play space
General Activity at the time	Play-based program
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Other
Type of Injury/Trauma/Illness (Other)	Pulled arm
Part of the Body	Arm/hand/finger
Child's Name	47F - Personal Privacy



Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was contacted at 10:30am and attended the service shortly after.
Name of parent or guardian notified	47F - Personal Priv
Phone number of parent or guardian notified	
Further Details of the Incident	On 6 February 2017, an ambulance attended 47F - Personal Priv to provide medical treatment to a male child aged 47F - Pers months who sustained an injury whilst at 47F - Personal Priv. At 10.15am, another child twisted the child's left arm behind his back. There was no visible injury however the child was communicating his arm was sore. The parent was notified and requested an ambulance be contacted. The ambulance attended at 11.15am and paramedics assessed the child's arm. The child displayed full movement of the arm. The child did not require transportation to the hospital for further treatment. The child was taken home to continue to be monitored by the parent. The child is expected to return to care on 7 February 2017.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	
Details of Action Taken (e.g. First Aid)	The child was monitored
Name of Witness to the incident	47F - Personal P
Photos and Evidentiary Documents	
Job801857 Action2988341_ Incident report 47F - Personal P	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by the education and care service which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or for which the child attended, or ought reasonably to have attended, a hospital
Incident Date	10/2/2017
Incident Time	01:57
Location	Outdoor other
Location (Other)	Kindy B Veranda area
General Activity at the time	Sleep/rest
Cause of Injury/Trauma/Illness	Child/child interaction
Did Emergency Services attended	Yes
Was urgent medical attention sought by a registered practitioner and/or hospital	Yes
Type of Injury/Trauma/Illness	Cut/open wound
Part of the Body	Face/head
Child's Name	47F - Perso
Child's Gender	Male



Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	1:58pm notify 47F - Personal (mum) in person 2:00pm notify 47F - Personal (Dad) via phone.
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	
Further Details of the Incident	<p>During rest period 47F - Personal and another child was play at the Kindy B Veranda with playdough when the two children had a disagreement and another child pick up an playdough toy and threw it at 47F - Personal in a short distance with a force which cause the deep laceration above his right forehead.</p> <p>47F - Personal immediately cried for help and was in pain when a staff member comfort him and notice the blood bleeding out of the wound.</p> <p>47F - Personal emergency was call on site to assessed on the injury and seek if further medication attention can be given with parent's consent. Under 47F - Personal emergency advice an Ambulance was call to ensure there was no further injury as it is an head injury.</p> <p>Ambulance call at 2:29 and arrived @ 3:22 after the ambulance service have provide medication advice 47F - Personal was clear by the ambulance service for the parent to take him home and monitor his health and advise the injury is unable to be glue or stitch it just need to be heal itself.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>The injury is an accident as the toy that was threw at the child was check and was safe with round edge and no sharp edges.</p> <p>reflection on the incident the teacher will be speaking to the children regarding to hurtful action and more behavior guidance in the classroom amount the team.</p> <p>Reflection on Supervision: during the accident a staff member was only an arm distance away.</p>
Details of Action Taken (e.g. First Aid)	Ice and pressure applies on the wound to stop the bleed
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
Incident Report 10.02.17.pdf	47F - Personal Incident Report 47F - Personal 10.02.17

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was taken or removed from the service in a manner that contravenes the Regulations.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	On 12/9/16 at approximately 1730 the parent arrived at the service. At 1726 the parent received a text from a member of the public indicating that the child 47F was with her and had been found in a street a distance from the service.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/9/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>At this point, and as indicted to ECEC on 13/9/16, the matter is being investigated as a policing incident.</p> <p>At 1700 on 12/9/16 a head count was conducted identifying 19 children to be present at the service including the child [47F -]. At 1710 the service transitioned to the indoor space and at this time it was noted that [47F -] was not present. The service implemented correct procedure to locate the child including searching all indoor and outdoor areas of the venue. This search included additional [47F -] staff from the branch.</p> <p>At the time the service was conducting a search of the premise the parent arrived at the service and had received communication via phone from a parent that the parent had the child [47F -]. The parent then brought [47F -] to the service to where [47F - Pers] (mother was). From this point Police were contacted and were in attendance at the service and ongoing investigations are being conducted.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Trees adjacent to gates have been cut back.</p> <p>Clear perspex has been purchased and will be installed at the bottom of gates.</p> <p>Visual reminders of out of bounds areas have been implemented.</p> <p>Representatives of the Approved Provider and QPS will be present at the service.</p> <p>Upskilling will be undertaken with service staff</p>
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	[47F - Personal Privacy] station
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	30/1/2017
Incident Time	15:00
Did Emergency Services attended	Yes
Missing Type	Child did not attend - child initiated
Duration Missing	More than 30 mins but less than 1 hour
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent contacted initially at 15:03 and then at 15:25. Parent of belief that 47F - had caught bus home by mistake. Parent proven correct.
Name of parent or guardian notified	47F - Personal
Phone number of parent or guardian notified	



Notification Number: **NOT-40169582**

Date generated: 01/02/2017

Further Details of the Incident	Child failed to turn up for ASC booking. School contacted, parent (15:03, 15:25) contacted. Policed contacted to report unaccounted for child (15:28). At 15:37 police contacted and said child had been located. He had caught bus home. Mum met him on arrival of bus.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Staff followed policy & procedure Coordinator discussed with mother about how she reiterated with 47F - and his brother which days were ASC days. Mum to use a planner to assist the boys.
Details of Action Taken (e.g. First Aid)	Parent contacted, school contacted and finally policy notified as per procedure.
Name of Witness to the incident	47F - Personal Pr
Photos and Evidentiary Documents	
Incident reflection tool 47F - P 30 1 17.pdf	Incident Reflection
Incident report 30 1 17.pdf 47F - Persona	Incident Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Per Outside School Hours Care
Service Approval Number	47F - Personal I
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy was called at 1.07pm. 000 - Police was called at 1.08pm. 47F - Personal Pi - Parent was called at 1.09pm.
Name of child's parent(s) or guardian(s)	47F - Personal Pi
Phone number of child's parent (s) or guardian(s)	
Date of incident	29/9/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Person noticed that 47F - Pe was missing from the building. He alerted me at 12.55pm and a search of the school ground was started. Police and parent was called.
Photos and Evidentiary Documents	

47F - Personal Privacy



Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - P did not arrive to the service for after school care, after the bell rang at 2.35pm. 47F - P was expected to arrive between 2.40-2.50pm. When the child had not arrived to the service the mother was rung 7 times between 2.55pm and 3.30pm, Dad was rung 6 times between 3.05pm and 3.35pm, Grandmother was rung 4 times between 3.05 and 3.40pm. The school office was called for information and team members located 47F - P classroom teacher to ask about the child's collection/movements from the classroom after the bell.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	30/11/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

After [47F - P] had not arrived from school for 'after school care' by 2.50pm team members attempted to contact [47F - Person] (mother), [47F - Personal Pri] (Father) and [47F - Person] (Grandmother) repeatedly. The school could not provide information about the child's movements after the bell had rung. The Coordinator [47F - Personal] notified her Area Coordinator at approximately 3.00pm that there was a child unaccounted for. By 3.30 as no contact had been made from any family member, key stakeholder at the school, to verify where [47F - P] was the police were contacted. [47F - Personal P] (Area Coordinator) contacted the police and explained the circumstances, location of the service and so on, whilst on the phone to the police, a text message was sent to the area coordinator confirming that [47F - Per] Grandmother had made contact with the program (phone) and the child had been confirmed safe. [47F - Per] mother had suffered a seizure that day and grandmother was unaware the child was booked into afterschool and under the circumstances collected [47F - P] straight from school.

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

Unforeseen family circumstances lead to miscommunication amongst the family. The family have been asked to add alternate contact information to their enrolment - home numbers and work number to assist our team in contacting all members and confirming the safety of their child.

Photos and Evidentiary Documents

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal] (Program Co-ordinator)

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

On the phone to the police for one minute only.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent attended the Service to collect child at 4.15 pm when it became clear that he had not arrived at the Service and his absence had not been identified as he was not on the Roll.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	27/1/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Parent arrived to collect child at 4.15 pm. Child not present in Service and not on Roll. Following protocol school searched, emergency numbers called and ultimately the police at 4.28 pm. At 4.34 pm Parent having returned home contacted the Service saying that 47F - Personal Privacy had walked home from school and was safe.



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

Identified error in managing booking when elder brother's booking was cancelled on moving to high school. Coordinator counselled by Regional Manager, provided remedial training, all other changes in bookings reviewed and critical reflection of incident undertaken. Follow up meeting with parents organized for 2/2/2016.

Photos and Evidentiary Documents

47F - Personal Privacy incident follow up report Incident Follow Up Report
227 01 2016.pdf

47F - Personal Privacy Critical Reflection
2 01 2016.docx

47F - Personal Privacy 27 01 Incident Report
2016.docx

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	1/3/2017
Incident Time	17:00
Did Emergency Services attended	No
Missing Type	Child not seen exiting by staff - found by non-staff member
Duration Missing	Less than 10 mins
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	All available staff were utilised in searching for 47F - while still maintaining ratio. The staff in the room had priority in notifying the police to action their involvement asap. The next step was notifying the parents however 47F - was found before we could contact a parent. Staff called the police to notify them of the resolution. Mother was called immediately after this.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	



Further Details of the Incident	<p>A staff member was supervising the playing court that [47F -] was in. He saw [47F -] go in to a different area which is the main room but was not aware that [47F -] had ran out of the centre. A childcare worker from next door coming to her car in our car park, saw him at the front of the centre running out and came in to let us know. A staff member immediately ran outside but he had turned a corner by then and could not be seen. This was approx @ 5pm. Two people searched for him in their vehicle while a staff member ran on foot around the streets looking for him. Our staff reported him missing to the police at approx 5:06pm. At approx 5:10pm the childcare worker who reported [47F -] running away located him at a house nearby and brought him back to the centre and left without leaving her details. [47F -] had told the staff he was at his house and he couldn't find mum or dad. At 5:15pm the parent was notified of the incident and that we had [47F -] in our care. A staff member had called the police and reported him found @ 5:11pm.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Educating the children not to go outside the front door without an educator with them.</p> <p>Reinforcing to the children that the foyer area is out of bounds.</p> <p>Placing a visual reminder of the out of bounds area at the edge of the foyer.</p> <p>Add in our enrollment induction a process to determine if the child has exhibited a running away behaviour and wandering tendencies.</p>
Details of Action Taken (e.g. First Aid)	<p>Police was notified.</p> <p>Staff members searched for him by car and on foot.</p> <p>Company Director was notified of the incident.</p> <p>Discussed with the mother the suitability of the facility for her child's needs.</p>
Name of Witness to the incident	[47F - Personal Privacy]
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Priv
Child's Gender	Male
Child's Date of Birth	47F - Pers
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Initial phone calls were made by 47F - Personal Coordinator/Responsible Person) at 3.08 pm to 47F - Person (Mother) which were unsuccessful. Contact with 47F - was made at 3:40pm.
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	1/4/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

47F - Personal P did not arrive at after school care after the bell rang at 2.45. At 2.55 47F - Person (Coordinator/Responsible Person) rang the school to check attendance, and then called 47F - Person (Mother) at 3.08 pm. 47F - P continued to try to contact 47F - P until 3.17 pm at which time she notified the police that 47P was unaccounted for. 47F - P continued to call the parent until 3.40 pm. At this time 47F - P answered her phone and advised 47F - P that 47P had been collected from school by herself. She apologised for not letting us know. 47F - P contacted the police at 3.43 pm to notify them that 47P had been located and was safe and well.

Photos and Evidentiary Documents

02.04.15 47F - Pers.pdf

Documents

Name(s) of educators who witnessed the incident

47F - Personal (Coordinator)

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

The police were called at 3.17 pm. A job number was not created for the call.

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Per
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent (mum) was called at 2.59pm as soon as all of the children were marked in on the roll and identified as not in attendance.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	1/6/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	PSM identified [47F - Pe] hadn't arrived at [47F -] for ASC. PSM made an intercom call for [47F - Pe] over the school PA system to come to the service. PSM phoned mum, at 2.59pm. PSM advised the office [47F -], PSM phoned police at 3.27pm. [47F - Pe] returned to the school on his own 4.10pm, educators found him by the tennis court. [47F - Pe] had gone home to get changed but had returned to school. Educators, bought [47F - Pe] back up to the service. Parent and police were called to advise [47F - Pe] had been found safe. (Please see incident report for more detailed account of events.)
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Meeting with parent to go over details after the incident. Support will be offered to [47F - Pe] in regards to behaviour management in partnership with the school.
Photos and Evidentiary Documents	
16-06-01 [47F - Personal Privacy] pdf	Incident [47F - Personal Privacy]
Name(s) of educators who witnessed the incident	[47F - Personal Privacy]
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The mother of the child was contacted immediately it was apparent that he was missing (3.50pm). 47F - B mother was advised we were calling the police. 47F - mother was contacted again as soon as 47F - walked into the service at approx. 4.10pm.
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	28/7/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Personal was not n our roll, howevr was signed in by a family friend - his brother was on our roll. 47F - refused to return to the OSHC (3.40pm) building for afternoon tea and ran away. Staff could not located him (he was hiding at the back of the school it was discovered later) so the police were called. 47F - then walked back into the sevice approx. 4.10pm
Photos and Evidentiary Documents	



47F - Personal Privacy

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police were called however cancelled 5min later as child showed up back at OSHC.

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHCare
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Father was contacted by phone at 3.50pm
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	1/12/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At [47F - Personal] OSHC, [47F - Personal Privacy] did not arrive at OSHC by 3.15pm. She was on the roll to attend the after school session and the service had not been notified that she would not be attending. Both parent contact details were called with no answer. At 3.25pm the Acting Coordinator called [47F - Pers] Head Office and spoke to Area Supervisor, [47F - Personal P] to discuss the matter. It was agreed to call Queensland Police. The Police were called at 3.40pm. After regular attempts to call the family home, the school office were able to contact [47F -] father, [47F -]. This was at 3.50pm. He advised he had collected [47F -] from school at 3pm. The Police were notified [47F] had been located and was in her father's care. [47F - Persc] was also notified [47F] had been collected from school.

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

NQITS 113 20151201_Incident

Incident report - [47F - Persc]

[47F - Personal]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal P
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy (Coordinator/Responsible Person) called 47F - Pd 47F - Personal (Father) at 3.19 pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	3/2/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>The school bell rang at 3 pm. [47F - Personal Privacy] did not arrive for care by 3.10 pm. [47F - Personal Privacy] (Coordinator/Responsible Person) called the school to confirm attendance at school. At 3.19 pm [47F - Pers] called [47F - Personal Privacy] (father) who advised he should be at the service, but he may have been collected by his aunt. Staff searched the school. 3.28 pm [47F - Pers] called [47F - P] again to check if he had been able to contact the aunt to confirm collection, he had not. [47F - Pers] called the police at 3.31pm. At 3.44 pm [47F - Pers] received a message from [47F - P] advising that [47F - P] had been collected by his aunt. [47F - Pers] called [47F - P] to confirm his message and then the police to advise [47F - P] had been located.</p>	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Staff discussed importance of communication to the service if a child is collected from school. Follow up will be completed with the Aunt by the Father.</p>	
Photos and Evidentiary Documents		
	04.02.2016 - Serious Incident [47F - Pers] [47F - Persona].pdf	Serious Incident Notification
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Personal Privacy] (Coordinator/Responsible Person) called the police at 3.31 pm	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care Program
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mother was called at (3.10-3.15pm) as soon as 47F - Personal Privacy was noticed to be missing from sign in. She was on her way and arrived at the service at approximately 3.20pm. Father was also notified by mother to ensure he hadn't collected him.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	2/9/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Child did not arrive to OSH from school. We looked for him until he was found.

47F - P delivertely left shcool deciding to walk to his dads. He was noticed missing from sign in at 3.10pm. Staff were searching for him through the school, parents notified school admin and eventually police. It was only discovered he decided to walk to Dads by speaking to the parent of a child he was walking with. His mother left OSH to look for him at approx 3.30pm. We received notification he was found near **47F - Person** after getting lost at about 3.35pm.

Photos and Evidentiary Documents

47F - Personal Privacy

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police were called but did not attend the service as **47F - P** was located.

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Pri (Coordinator/Responsible Person) called 47F - Pe 47F - Personal Privacy (foster parents) at 2.56 pm and left a voicemail. Further calls were made to 47F - and 47F - Pe to attempt to locate 47F.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy (Foster Par
Phone number of child's parent(s) or guardian(s)	
Date of incident	2/11/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

he school bell rang at 2.45 pm. [47F - Personal] did not arrive at after school care as expected. At 2.55 pm [47F - Personal P] (Coordinator/Responsible person contacted his class teacher who advised [47F -] was at school and was seen walking towards the OSHC building. [47F - Pers] called [47F -] and [47F - Personal Priv] (foster parents) at 2.56 am and left a voice-mail while a search was conducted of the school grounds. [47F - Pers] called again on both numbers and then called the Child Safety office at [47F - Pers] which is listed as an additional contact and was informed it was very unusual for [47F -] and [47F - Pe] not to be contactable. [47F - Pers] called [47F -] and [47F - Pers] again at 3 pm and sent a text message asking them to call. At 3.02 pm [47F - Pers] called the police to notify them that [47F -] was unaccounted for. [47F - Pers] called [47F - Personal Priv] at 3.05 pm and 3.10 pm. 3.17 pm police called to advise that no one was home and checked for any further place of residence. 3.39 pm [47F - Personal Priv] called and advised that he had collected [47F -] from school and had been at the beach so did not hear the phone. [47F - Pers] notified the police and Child Safety in [47F - Pers] to advised that [47F -] had been located safe and well.

Photos and Evidentiary Documents

02.11.15 Serious Incident [47F - Personal] pdf Documents

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Personal P] called Child Safety [47F - Pers] at 2.57 pm as they are listed as an additional contact on [47F - P] enrollment form. [47F - Personal Pri] called the police at 3.02 pm to report that [47F - P] location was unknown.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy School Age Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * A child was missing from the service or was not able to be accounted for.

Child's Name 47F - Person

Child's Gender Female

Child's Date of Birth 47F - Person

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification Parent-47F - Person was contacted at 3.22pm on her mobile phone. No answer so voice message was left. School staff contacted mother again at 3.40 and 3.50pm.

Name of child's parent(s) or guardian(s) 47F - Personal

Phone number of child's parent(s) or guardian(s)

Date of incident 2/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

On leaving the classroom (school bell goes at 2.45) and while making her way to the collection point, the child became upset as two children were teasing her sister. The child ran off. Two other children told a member of the staff school who began looking for her.

47F - P arrived at 3.04pm. They had 8 children already on the bus as two other schools were collected first. The child had not been located. **47F - P** staff member loaded other children onto bus, contacted her coordinator to inform her at 3.15pm.

Coordinator arrived at school approx 3.30pm. School staff were still searching and had not found the child. Coordinator contacted Assistant **Branch Manager**. Assistant Branch Manager went to child's address to see if she was there. School staff also headed to the home address.

3.59pm Assistant Branch Manager informed Coordinator by telephone to contact Police as he could not see child at home address. School staff contacted police at this point.
4.08, phone call to coordinator from Assistant Branch Manager confirming child had been located at the home address.

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

The Coordinator has met with the school and agreed change of pick up point for **47F - P** in front of the school office. Coordinator and Branch Manager are reviewing routes of bus to minimise wait time for **47F - Personal Privacy** children.

Police officer to visit to service to chat with the children about staying safe and within the grounds of the school.

Photos and Evidentiary Documents

Bus Run - **47F - Personal Privacy** 2.pdf

bus roll

Discussion with school regarding new collection area **47F - P**.docx

discussion with school re new pick up area

Inala Incident report 2.08.16 **47F - Personal Privacy**

Incident report **47F - Personal Privacy**

47F - Personal Privacy Roster Term 3 Week 4 .docx

roster

record of discussion with school aid **47F - Personal Privacy**.docx

conversation with Teacher Aide

47F - Personal Privacy

Educator statement

statement from Coordinator - **47F - Personal Privacy**

coordinator statement

Name(s) of educators who witnessed the incident

47F - Personal Privacy coordinator

47F - Personal Privacy Educator

47F - Personal Privacy - Driver

47F - Personal Privacy - Assistant Branch manager

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details



Notification Number: **NOT-40139851**
Date generated: 05/08/2016

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Attempts were made to contact the parents between 3.21 pm until 3.30 pm when the supervisor finally spoke with 47F - Personal Privacy mother.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	4/10/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Child walked home instead of attending booking at ASC. When unable to account for the child and following discussion with the mother the service contacted the police who located the child at home and returned her to the service (4.12 pm).
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Incident reflection undertaken by staff. Meeting with parent to develop strategies for minimising risk of recurrence.



Photos and Evidentiary
Documents

INCIDENT REPORT FOR 47F - Personal P Incident Report p1
47F - Personal 04.10.16 PAGE 1.jpg

INCIDENT REPORT FOR 47F - Personal P Incident Report p2
47F - Personal PAGE 2 04.10.16.jpg

Name(s) of educators who
witnessed the incident 47F - Personal Privacy

If relevant, name and contact
details for emergency service
personnel who attended the
incident (i.e. Department of Child
Safety, Police, other Regulatory
Authorities, etc)

Contact Details

Name 47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was phoned at 4.275pm and message left. Parent then contacted the service. Parent left work and arrived at the service at 5.00 pm.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	27/10/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Following a disagreement with some children he was playing with the child was asked to return to the OSHC Room. The child refused and jumped the fence and left the school grounds (4.15 pm).

The child was followed by an Educator who continued to encourage him to return to the school. At 4.25 pm when the Coordinator lost walkie talkie reception with the Educator a decision was made to ring the police. At 4.40 pm the child along with the Educator returned to the service where he was collected by his mother at 5.00 pm.

Photos and Evidentiary Documents

NORM Incident Follow Up
27OCT15 001.jpg

47F - Personal Privacy

Follow Up Report

NORM Incident Report
27OCT15 001.jpg

47F - Personal Privacy

Incident Report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal P Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Personal P
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	A staff member, 47F - Pers called the mother via her mobile phone at 5.10pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	5/4/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F - P] left the premises roughly between 5-5.10pm and was unable to be located by the staff member [47F - P] that was in pursuit of him. The mother was contacted at 5.10pm and headed straight to the service. [47F - P] was unable to locate [47F - Personal Privacy] the staff member in the building contacted the Coordinator who instructed her to contact the police. [47F - P] (Coordinator) and [47F - P] continued to look for [47F - P] outside and saw the mother's car pull in. The father found [47F - P] at the Caravan yard on [47F - Personal Privacy] near the school. The child was missing for around 30mins. The police were contacted again to let them know the child had been found. The police arrived at the service as they wanted to site that the child had been found and check that the people who stated they were his parents were actually who they said they were. The police had a talk to [47F - P] about his actions.

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

Staff meeting - run staff through fake scenarios of similar situations and discuss how to best manage. Discuss supervision practices. Upon new enrolments ask further information regarding children and if there is anything needed to be known. Service to invite police to service and chat about safety.

Photos and Evidentiary Documents

File Note	[47F - P] 2 5 4 16 - RC.doc	[47F - Personal Privacy] file note
File Note	[47F - P] 5 4 16 - RB.doc	[47F - Personal Privacy] file note
File Note	[47F - P] 5 4 16 [47F - P] doc	[47F - Personal Privacy] File note

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Service did not get the name of the police officers who attended.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal P OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Female
Child's Date of Birth	47F - Personal P
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	At 3.25pm 47F - Personal (mother) was phoned and messages left. Step Dad 47F - Personal and other emergency contacts listed were also contacted and messages were left on each of their phones. At 5.02pm all emergency contacts were contacted again and messages left.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	5/11/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Pers was absent from OSHC. At 3.25pm her emergency contacts were phoned. When no contact could be made with emergency contacts, the area coordinator was informed along with the Police. Emergency contacts continued to be phoned. At 5.20pm 47F - Persona arrived to collect 47F - Pe. He made phone calls and eventually was able to confirm 47F - Pers location.



Photos and Evidentiary Documents

OSHC incident report 47F - Personal .pdf OSHC incident report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	7/3/2017
Incident Time	15:15
Did Emergency Services attended	Yes
Missing Type	Child did not attend - child initiated
Duration Missing	More than 1 hour but less than 3 hours
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	When 47F - Pers did not arrived at 47F - Personal Priva called the father and other emergency contacts.
Name of parent or guardian notified	47F - Personal Pr
Phone number of parent or guardian notified	



Further Details of the Incident	47F - Person didn't turn up to 47F - P . The father's mobile was called and went to voicemail. Other emergency contacts were called. The police were contacted and arrived at the service at 4.30pm. The child was located at home (by the police) with her father at 5pm.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Educate families around the requirements of notifying 47F - P if they have collected their child from school as soon as they can.
Details of Action Taken (e.g. First Aid)	47F - Person father was contacted but went to voicemail, other listed emergency contacts were called but were unable to assist. Police contacted at 3.45pm. They arrived at the service at 4.30pm and took a statement from educator 47F - Person .
Name of Witness to the incident	47F - Person
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent initially contacted at 1.13 pm and informed that his son had left the school premises.
Name of child's parent(s) or guardian(s)	47F - Personal Priv
Phone number of child's parent(s) or guardian(s)	
Date of incident	6/7/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Two children, including [47F - P] left the school premises (12.55 pm) despite instruction from service staff and were initially followed by the staff member who radioed through to the Responsible Person what was happening. The children ultimately made their way down [47F - Personal i] to the corner of [47F - Personal] where they were intercepted by the Regional Manager (1.35 pm) who had been contacted (1.12 pm) and immediately attended the scene. In the interim both children's parents had been contacted as had the police (1.17 pm). At this point the parents of the children had also arrived and the two children were returned to the service.

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

Investigation undertaken by Manager. Meetings held with each child's parents. Child's support plan to be reviewed as well as the service's supervision plan.

Photos and Evidentiary Documents

[47F - Personal Privacy]

7.7.2016.pdf File Note Parent Meeting

7.7.2016.pdf File Note Parent Meeting 2

[47F - P] File Note Parent Meeting 6.7.2016.pdf

File Note Parent Meeting 3

[47F - P] Incident Report 6.7.16.pdf

Incident Report

[47F - Personal Privacy]

pdf Statement from Staff Member

Map

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Pers
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - P grandmother was notified with 10 minutes of the incident occurring via telephone by the Coordinator 47F - Personal Pri is in the custody of his grandparents and is the eldest of 4 children cared for).
Name of child's parent(s) or guardian(s)	47F - Personal
Phone number of child's parent(s) or guardian(s)	
Date of incident	7/9/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)

See Incident Report Attached

[47F -] was with a group of children playing soccer on the oval [47F -] started hitting children whilst playing and was asked to sit out to reflect as he was not making good choices. He walked off in anger and then went and hid from staff and could not be located for a period of 30 minutes.

Time Line

4pm Incident happened at 4pm
4.10pm Grandmother notified by phone
4.30pm Police Called
4.40pm Child located on school grounds hiding around the Grade 1 classroom building (map Attached with X) The service is located in A Block and [47F -] was located hiding in D Block Area.
4.45pm - police rung to advise child had been located but requested that police come to talk to the student about it
4.50pm Grandmother arrived at service
4.50pm-5.15pm - Coordinator and Nana had conversation with [47F -] about the incident
5.16pm - Nana signed out of the service and took [47F -] home - they live just down the road within walking distance
5.25pm - Police went to [47F -] home to speak to [47F -] about it
5.40pm - Police came and gave [47F - Pers] the Coordinator an update on what they had done

There was 61 children present on this day and 5 staff (Roster attached)

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

[47F -] and Nana had a private conversation with [47F - Pers] the Coordinator.

[47F -] explained the consequences of [47F -] hiding and the fact that we had to call the police and spend time looking for him etc. He was remorseful and shocked that the police had to be called and did not understand the consequences of his actions at the time.

He was grateful that staff were not angry with him and [47F -] discussed tools that he could use to deal with his anger. He was allowed to walk away if he was angry but he could not go out of sight of educators.

[47F -] is also a member of the "Junior Staff committee" at OSHC and he agreed to be paired up with a male staff member and together they would learn to be a referee so that he could better understand the rules of the game and help enforce them.

The police also explained why it was important for him not to run away.

Staff believe he is unlikely to do this again.

Photos and Evidentiary Documents

2.4 Arrival and Departures of Children.pdf	Policy 2.4 Arrival and Departure of Children
Incident Report 07092016.pdf	[47F -] Incident Report 07092016
MAP of location found.pdf	Map of School and x where child located
Roster 07092016.pdf	Roster 07092016

Name(s) of educators who witnessed the incident

[47F - Personal Private]

[47F - Pers] (Coordinator) coordinated the incident when advised of the issue



Notification Number: **NOT-40146349**
Date generated: 08/09/2016

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Local police

Contact Details

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy SHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal		
Child's Gender	Female		
Child's Date of Birth	47F - Personal		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy (Coordinator / Responsible Person) called 47F - Personal (Mother) at 3.14 pm and 47F - Personal (Guardian) at 3.16 pm.		
Name of child's parent(s) or guardian(s)	47F - Personal Privacy		
Phone number of child's parent(s) or guardian(s)			
Date of incident	7/12/2015		



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 2.45 pm [47F - Perso] did not arrive for ASC as expected. [47F - Pe] (Coordinator/ Responsible Person) called the school office to confirm attendance at school at 3.08 pm. [47F - Pe] called [47F - Personal] (Mother) at 3.14 pm, [47F - Personal] (Guardian) at 3.16 pm, [47F - B] (friend of family) at 3.17 pm and [47F - Person] (Friend of family) at 3.19 pm. [47F - Personal Pri] (Nominated Supervisor) called police at 3.28 pm to advise [47F -] was unable to be located. At 3.32 pm [47F - Pe] [47F] advised [47F - Personal Pri] that [47F -] had been collected from school and was home. [47F - Personal Pri] called the police to update them at 3.36 pm.	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Parents will be reminded to contact the service or the customer experience team if their child is not attending care. The sign in process will be carried out by staff who are familiar with child names to ensure that the sign in process is completed faster, allowing children who haven't arrived to be identified faster.	
Photos and Evidentiary Documents	07.12.15 Serious Incident - [47F - Person].pdf Documents	
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Personal Pri] (Nominated Supervisor) called the police at 3.28 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Person
Child's Gender	Female
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal P (Coordinator/Responsible Person) called 47F - Person (mother) at 3.26 pm and 47F - Person (Father) at 3.27 pm.
Name of child's parent(s) or guardian(s)	47F - Personal Priv
Phone number of child's parent(s) or guardian(s)	
Date of incident	8/2/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 3 pm. [47F - Pers] did not arrive for care by 3.10 pm. [47F - Personal Pr] (Coordinator/Responsible Person) called the school to confirm attendance at school and [47F - Person] checked the school grounds. At 3.26 pm [47F] called [47F - Pers] (Mother) and left a voice-mail and at 3.27 pm she called [47F - Person] (father) and left a voice-mail. [47F] made a second call to each parent with no answer. [47F] called the Police Link number at 3.30 pm and was advised to keep calling the parents. [47F] called [47F - Personal Pr] (Nominated Supervisor) who advised them to call the local police. [47F] was on hold for 9 minutes and the call dropped out. [47F] then called 000 and was able to speak to a police officer to report [47F] unaccounted for. The police attended the service at 4.50 pm to talk to the staff. At 5.45 there was no word from the parent or police [47F] successfully called [47F] and was able to confirm that [47F] was at home with them. [47F] advised she had forgot to cancel the booking. [47F] called the police to advise them that [47F] had been located.

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

[47F] reminded the parent to update bookings via the online booking system, calling customer service or calling the service. [47F - Personal Pr] (nominated supervisor) spoke to [47F] to ensure that the calls are made to the parent as early as possible to give the parent time to respond to voice-mails before we call the police at 3.30 pm. The call to the parent is to occur simultaneously with checking the school grounds rather than waiting until after the school grounds are checked. [47F - Personal Pr] (nominated supervisor) advised [47F] to call 000 in future if calling the police to ensure that the process to locate the child starts as soon as possible.

Photos and Evidentiary Documents

08.02.2016 - Serious Incident
[47F - P].pdf

[47F - Personal Privacy]

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Personal Pr] called police link at 3.30 pm, local police and 000 before police responded to the concern. [47F] updated the police at 5.50pm that [47F] had been located with her parent.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Community Kindergarten
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	12.25-1pm parent telephoned and notified that 47F - Personal Privacy was missing
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	6/3/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 12.30pm educators were cleaning up outside when they noticed that two children [47F - Personal] and [47F - Personal Privacy] (please see other SI01 for [47F - Personal Privacy]) were missing. Staff searched playground and inside and children were not found.

Parents were called and notified.

1.20pm Police were called and notified (000). [47F - Personal Privacy] (mother) and [47F - Personal Privacy] Aunty' - a [47F - Personal Privacy] Worker) searched home and local parks and surrounding area by foot but did not find them.

1.20pm Educators called BOC [47F - Personal Privacy] for support

1.25-2pm Received called from 000 services to say children were found at the local Woolworths supermarket at 12.40pm but no police had been available to pick them up.

2pm called central office and advised to fill out an SI01

2.30pm [47F - Personal Privacy] and [47F - Personal Privacy] returned to the kindergarten

2.45pm [47F - Personal Privacy] and [47F - Personal Privacy] returned to the kindergarten.

6pm OECEC [47F - Personal Privacy] was notified via phone (message left) and emailed at [47F - Personal Privacy] oecec@det.qld.gov.au

Called 13QGOV and spoke to [47F - Personal Privacy] at [47F - Personal Privacy]

[47F - Personal Privacy] & BOC notified and investigation underway

Photos and Evidentiary Documents

[47F - Personal Privacy] Incident record (3).pdf

Incident report [47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

(incident not witnessed)

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

000 called and police requested. Gave names, descriptions and account of what had happened to police. Police officer [47F - Personal Privacy] attended. (telephone number [47F - Personal Privacy] Children found at the local Woolworths (approximately [47F - Personal Privacy] away from the centre). No police were available to collect the children until 1.25pm

[47F - Personal Privacy] Notified
BOC Notified

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHClub
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	8/3/2017
Incident Time	15:05
Did Emergency Services attended	Yes
Missing Type	Child did not attend - child initiated
Duration Missing	More than 3 hours but less than 6 hours
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	A very detailed account is attached with the times and details of the attempted notifications from the start time of the incident at 2.40pm right up until approximately 8.30am this morning.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	



Further Details of the Incident	<p>[47F -] was expected to arrive at the program at 2.40pm and when he did not arrive by this time, the program coordinator [47F - Personal P] contacted the school - the school advised that he was in attendance at school today and that the deputy and principal would be informed of his 'non-arrival', the program coordinator attempted to contact the mother then immediately and with no response from the mother, contacting the emergency contact as listed on the enrolment was then attempted. No contact was made with the mother after all numbers were tried numerous for 30mins. The coordinator followed procedure and contacted her managers/mentors and was instructed to call the police - at 3.07pm</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Discussions with [47F - P] to provide a current emergency contact and to please follow our cancellation procedures if she does not require care for her child.</p>
Details of Action Taken (e.g. First Aid)	<p>Numerous phone calls and text were sent to the mothers mobile number. The mothers work number was contacted and her home number as listed on the child enrolment form. With no direct responses from the mother or the emergency contact, the police were notified and arrived at the program to begin searching for the child. A court order is in place currently for [47F - Personal] stating that the father is not to collect the child. The school principal and deputies were supporting the coordinator throughout the entire afternoon. The principal communicated to the coordinator that she had seen [47F -] leave with his father that afternoon from the schools collection point - this was also communicated to the police. The police kept in contact with the coordinator as they conducted their search/investigation and the coordinator continued to attempt to contact the mother throughout the afternoon.</p> <p>At approximately 5.50pm the mother called the program - she had been in [47F - Personal Privacy] she explained that [47F -] was to be at a friends house for a sleepover and explained she 'assumed' dad would collect [47F -] afterschool to take him there.</p>
Name of Witness to the incident	<p>[47F - Personal Priv]</p>
Photos and Evidentiary Documents	<p>[47F - Personal] docx [47F - Personal] Missing Child [47F - Pers]</p>

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal		
Child's Gender	Male		
Child's Date of Birth	47F - Personal		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal	(Coordinator/Responsible Person) contacted	47F - Personal
	(Grandmother) at 2.52 pm.		
Name of child's parent(s) or guardian(s)	47F - Personal		
Phone number of child's parent(s) or guardian(s)			
Date of incident	8/10/2015		



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 1.12 pm on 8/10/15 [47F - Person] (grandmother) called the service and booked [47F] into ASC for the afternoon. She advised his mother was in hospital. [47F] (Coordinator/Responsible Person) asked if [47F] knew to come to care [47F] advised that she would call the school. At 2.30 pm school ends, [47F] had not arrived by 2.40 pm. The educators check the school grounds and call the office to check if he had been collected. [47F - Personal Privacy] (assistant) attempted to contact the grandmother at 2.52 pm on her mobile and 2.55 pm on her landline. At 2.59 pm [47F - Per] (Coordinator/Responsible Person) called the police to report [47F] unaccounted for. At 3.35 pm the police contact the service and advised that [47F] has been located at his Grandmother's house.

Photos and Evidentiary Documents

08.10.15 Serious Incident [47F - Person].pdf Documents

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

At 2.59 pm [47F - Per] (Coordinator/ Responsible Person) contacted the police to advise that [47F - P] whereabouts was unknown.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	10/2/2017
Incident Time	15:45
Did Emergency Services attended	No
Missing Type	Child not seen exiting by staff - found by non-staff member
Duration Missing	More than 10 mins but less than 30 mins
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Pers
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parents were notified at 4.10pm on 10/2/2017 and an incident report was signed by the mother.
Name of parent or guardian notified	47F - Personal P
Phone number of parent or guardian notified	



Further Details of the Incident	47F - P ran away from the staff member through some bushes and disappeared. The staff followed after where she thought she went, but she was out of sight. 2 other staff members were then called to search for her, with a mother of the school finding her on an adjacent street. As she wasn't in school uniform, the police were called by this mother. A staff member found her in this situation, and spoke to the police over the phone to say that he was to take her back to OSHC. The educator then brought her back to OSHC and notified other staff. Statements from the mother will be submitted to state that similar situations have occurred at home on more than a few occasions.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	We always have an Educator assigned to this child as the parents notified us at enrolment that she was a 'wanderer'. 47F - Personal Privacy and only attends ASC at 47F - P OSHC. She has been diagnosed with ASD and has high needs.
Details of Action Taken (e.g. First Aid)	
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	Documents to be submitted later.

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Many phone calls were made attempting to contact parent, from the service and head office. Head office also text dad to please return a call to the service. The first call was made at 3:15pm - ongoing at 4:26pm
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	10/3/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	After school at 3:15pm just as the children were arriving at the service, 47F - P approached the PSM to ask if he was booked in for care. The PSM went to the rolls to confirm and turned around to reply yes, and 47F - B was not there. He had run off. PSM went across to the school office to ask if 47F - B had come up to the office at all. A teacher had seen him and went after him, however 47F - B had already run away out of the school grounds. The PSM tried repeatedly to call his father, however, dad hasn't answered. PSM called our main office, we tried to call dad too, and text a message to please call us urgently. Dad hasn't responded. The main office advised the PSM to call the police immediately, she did. The police took the home address of Jaiden and said they would get back to us. The main office staff member 47F - 47F - Personal reported the incident to ECEC 47F - Pa office and spoke with
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	We will have a discussion to discuss an action plan for 47F - B and hopefully be able to add another contact for 47F - B too.
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	47F - Personal PSM
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	PSM and head office staff member attempted to call parent 47F - Pers 47F - Per numerous times between 3:15pm and 5.55pm. None of these calls were answered until 5.55pm. The parent was unaware of the incident until he came to collect the child at 6.00pm
Name of child's parent(s) or guardian(s)	47F - Personal Pr
Phone number of child's parent (s) or guardian(s)	
Date of incident	10/3/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - P went missing from the service yesterday (10/03/16) at 3.15pm before getting signed into the service. As reported in the previous notification the police were called to assist in locating 47F - P. The police did locate 47F - P at his home address and returned him to the service at 4.45pm. 47F - P had walked home.



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

I have contacted the crime prevention unit at [47F - Pe] to book a visit with the children at [47F - Pe] to speak about keeping themselves safe. If families are booking children in throughout the day, we ask them to contact the school to advise the children they are attending care in the afternoon.

Photos and Evidentiary Documents

16-03-11 [47F - Personal P] pdf

Incident report

Name(s) of educators who witnessed the incident

[47F - Personal]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

The PSM called the local [47F - Pe] Police Station
[47F - Personal]

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	3.20 pm Service Manager contacted parent and informed them that 47F - Pe had not been collected from class and the service was attempting to locate him.
Name of child's parent(s) or guardian(s)	47F - Personal Priva
Phone number of child's parent(s) or guardian(s)	
Date of incident	6/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Due to an issue in managing **47F - Pe** booking for the ASC session he was not collected from class. At 3.10 pm when his sister arrived for her booking it was realised that **47F - P** should have been booked and, therefore collected. At this point an educator was dispatched to the classroom to collect **47F - Pe**. On arriving at the classroom and having liaised with the classroom teacher it was identified that **47F - P** was no longer there and it wasn't clear where he was located. A search was undertaken and his mother was contacted 3.20 pm. The mother confirmed he should have been at ASC. At 3.25 Policelink were contacted and informed that there was an unaccounted for child. At 4.10 pm the service received confirmation that the child had been located safe at home.

While initially it was believed that there may have been a booking error on behalf of the parent, it was later identified that the booking error was by the service. This was acknowledged with the parent who was assured that steps would be put in place to prevent any future possibility of a recurrence and that a formal investigation would be conducted into why and how the booking error occurred in the first place.

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

Parents being met by Service Manger and Regional Manager to review the incident and outline strategies for ensure a recurrence does not happen.

Investigation into incident being undertaken by Regional Manager.

See attached Incident Reflection in regard to risk minimisation strategies to be undertaken by the service.

Photos and Evidentiary Documents

47F - Per FOLLOW UP 2016.pdf

Incident Follow Up

47F - incident 1 001.jpg

Incident Form p1

47F - incident 2 001.jpg

Incident Form p2

47F - Personal P Reflection.docx

Staff Reflection

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC Club
Service Approval Number	47F - Personal Privacy
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The educator made an initial search around the building after 47F - Personal Privacy walked out at 5:30pm and then the family was notified at 5:38pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	7/10/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)

At approximately 5:30pm, [47F - P] walked out of the toilets with a piece of toilet paper stuck on the bottom of his shoe. A young girl laughed as [47F - P] walked out of the OSHC service which was witnessed by [47F - P]. [47F - P] immediately notified the supervisor [47F - Person] who then put [47F - P] in charge of the session and walked around the outside of the building to look for [47F - P]. When she did not see him, she returned inside the JR OSHC to see if he had returned but he had not. She then directed the administrator, [47F - Person] to contact the family. [47F - Person] called Mom, [47F - P] at 5:38pm. [47F - P] said she was on her way and would be there within 10 minutes. At @5:45, [47F - Personal Privacy] were searching the school grounds when [47F - P] arrived. [47F - P] requested that we wait to contact the police until Dad arrived momentarily. Another parent then pulled in to the main school parking lot a few minutes later and said they had seen the child behind the sports shed. The child was found hiding behind the sports hall at approximately 6:00pm. After speaking with the child, Mom relayed that he was not upset about the toilet paper but was just over tired as he had stayed up late the night before. She also said that he was having some problems with his older brother at home and seemed overwhelmed.

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

Child has been temporarily suspended while the incident is being reviewed.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Coordinator contacted mum 47F - Personal Privacy at 12:16pm on 8.1.16 that 47F - Personal Privacy had left the school grounds of the service on his bike after an altercation. Mum 47F - Personal Privacy informed Coordinator she was leaving work.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	8/1/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 12:11pm on 8.1.16 47F - Personal Privacy had a disagreement with another child. 47F - Personal Privacy walked out of the service, got on his bike and left the service grounds. Educators kept line of sight until he was no longer visible outside the grounds. Coordinator contacted mum 47F - Personal Privacy at 12:16pm. Educators remained out looking for the child. Coordinator contacted the police at 12:22pm. At 12:31pm mum 47F - Personal Privacy confirmed her child's safety at home



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

Educators to review the child leaving the area of supervision policy

Photos and Evidentiary Documents

08.01.2016 - Serious Incident
47F - Personal

47F - Personal

47F - Personal Privacy

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

47F - Personal police were contacted at 12:22pm and a missing persons form was filed

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	10 May 2016 5.10pm, 47F - Personal Privacy arrived at the 47F - Personal Privacy SAC service to enquire about the whereabouts of her child - 47F - Personal Privacy. She was advised at this time that 47F - Personal Privacy was not booked into care for the afternoon.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	10/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>On the 10 May, 2016, [47F - Person] came to the PCYC bus at [47F - Person] bus stop and asked an educator on the bus whether she was booked into care that afternoon. The educator said that she was not and so [47F - Person] walked away from the bus.</p> <p>At 5.10am, [47F - Person] (mother) came to [47F - Person] SAC and asked She was advised that if the child was at the service. She was advised that [47F - Person] was not booked into care for that day and that she did not come back to the service.</p> <p>The mother immediately left the service and phoned the police. When the parent got to [47F - Person Privacy] School she spoke to the cleaner and then the Deputy Principal came and said that [47F - Person] was seen waiting in the adjacent park at 4.30pm.</p> <p>The parent and deputy principal walked to the park where they called the child's name and the child answered. Child was located approximately 5.45pm.</p> <p>At the time of the incident it is believed that [47F - Person] phoned the police about the child's absence.</p>
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>On 11 May, 2016, [47F - Person] (Coordinator of [47F - Person] SAC) was asked to call a meeting of all educators, bus drivers to attend a meeting to discuss a procedure to follow when a child may come to the bus at a school and is not booked into care.</p> <p>This procedure is that the educator will phone the parent/ carer of the child using the emergency contact list on the bus and ask whether the child is to be attending the after school care session for the afternoon. This phone call will be written on a Phone Register noting the time and to whom the call was made. Once permission has either been given or not for the care of the child for the afternoon the procedure would be to take the child back to the service or return the child to the school office and notify the school staff.</p>
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	[47F - Person Privacy]
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	

Contact Details

Name	[47F - Person Privacy]
Phone Number	
Email Address	

Notification Number: **NOT-40101522**

SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy OSHC

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * A child was missing from the service or was not able to be accounted for.

Child's Name 47F - Personal Privacy

Child's Gender Male

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification 47F - Personal Privacy (Coordinator / Responsible Person) called 47F - Personal Privacy (Mother) at 3.10 pm.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 10/12/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>At 2.45 pm [47F - Pers] did not arrive for ASC as expected. [47F - Pers] (Coordinator/ Responsible Person) confirmed attendance at school at 3.02 pm. [47F - Pe] called [47F - Person] (Mother) at 3.10 pm, the phone was disconnected. [47F - Pe] called [47F - Personal] (Contact) at 3.11, the phone was disconnected. [47F - Pe] called the school to cross reference numbers and was provided a work number and phone number for an aunt. [47F - Personal Privacy] (Nominated Supervisor) called the police at 3.20 pm. [47F - Pe] called [47F - Pe] work at 3.22 pm and was informed she no longer worked there. [47F - Pe] left a voice-mail for [47F -] (Aunt) at 3.23 pm. At 4.02 pm the police called to advise they had made contact with [47F - P] but had not confirmed [47F - P] location. At 4.09 pm [47F - P] called and confirmed [47F -] was with her. She also updated her phone number, and her booking to remove days no longer required. The police were updated.</p>	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Parents will be reminded to contact the service or the customer experience team if their child is not attending care. Parents will be encouraged to update details when they change. All parent enrollment forms will be updated in the new year.</p>	
Photos and Evidentiary Documents		
	10.12.15 Serious Incident - [47F - Pe].pdf	Documents
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Personal Pr] (Nominated Supervisor) called the police at 3.20 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.	
Child's Name	47F - Personal	
Child's Gender	Male	
Child's Date of Birth	47F - Perso	
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Perso (Coordinator/Responsible Person) called 47F - Persona (Mother) at 3.14 pm.	
Name of child's parent(s) or guardian(s)	47F - Personal P	
Phone number of child's parent(s) or guardian(s)		
Date of incident	11/2/2016	



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 2.45 pm. [47F - Personal] did not arrive at the service by 3pm. At 3.02 [47F - Pe] (Coordinator/Responsible Person) called the school office to confirm he was at school. [47F - P] called [47F - P] (Mother) at 3.14 pm and [47F - Person] (father) at 3.15 pm to confirm if he was attending ASC and left a voice mail for both to call the service. [47F -] also called [47F - Personal Priv] (additional contact) at 3.17 pm and left a voice-mail. At 3.22 pm [47F -] called the police to report his location unknown. At 4.06 pm the service was notified by [47F -] that [47F - Pe] was not attending the service for the After School Care and that she had updated his bookings to ensure this didn't reoccur. [47F - Pers] notified the police that [47F - Pe] had been located. Between 3.02 and 3.14 additional phone calls were made to other guardians of children who did not arrive at care, all other children were located.

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

Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care. [47F - Person] advised that she had updated the bookings for [47F - Pe] via the on-line booking system upon receiving the voice-mail.

Photos and Evidentiary Documents

12.02.2016 - Serious Incident - [47F - Pers] Serious Incident
[47F - Pdf]

Name(s) of educators who witnessed the incident

[47F - Pers]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Pers] (Coordinator/Responsible Person) contacted the police at 3.22 pm.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>details outlined in document attached</p> <p>3pm at year 4 collection point, child was not there for staff to be collected.</p> <p>school rolls were checked, school used loud speaker calling child to attend the service, parents and all emergency contacts listed were called, voice messages left and text messages were left for all parents and emergency contacts. School assisted in calling the emergency contacts they had listed in their database for the child. Policelink was also called and notified of the situation.</p> <p>Incident resulted in parent contacting the service, to apologise for forgetting to notify the service that she did not require ASC for that afternoon</p>
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	11/7/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	time: 3.00-3.10pm location: year 4 collection point circumstances: parent collected child from school at 3pm, didn't notify service, resulting in non arrival of child at ASC. ESI: policelink was notified by service of the situation. Service soon after notified policelink that parent had called and had collected the child from class at 3pm.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	- service policy review - service practice and processes reviewed and discussed during staff meeting notice reminding parents of procedure to follow, when their child is not attending a booked session.
Photos and Evidentiary Documents	
008.jpg	pg 1 recount of steps taken by staff and service to locate child
009.jpg	pg 2 recount of steps taken by staff and service to locate child
Name(s) of educators who witnessed the incident	47F - Personal (coordinator) educator)
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	policelink contacted on 131444

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	PSM 47F - Personal attempted to call mum several times unsuccessfully. 47F - Personal called the main office and I 47F - Personal asked her to call the police. The police contacted the parent and the parent then called us back not until 4.55pm to advise that 47F - Personal was safe at home, with mum.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	9/8/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Personal had not arrived at the service after school. PSM 47F - Personal checked with the school and 47F - Personal had attended on that day. PSM then began to call both parents. 47F - Personal then called head office as she was unable to make contact with 47F - Personal contacts. 47F - Personal was advised to call the police. At 4.55pm 47F - Personal called the service to advise she was sick and home from work, she had forgotten to advise the service that 47F - Personal would not be attending care that afternoon. 47F - Personal contacted ECEC to advise of the incident 09-08-16)



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

Parent was reminded to advise educators if **47F - P** was to be absent from care.

Photos and Evidentiary Documents

16-08-09 - **47F - Personal** xml.pdf

Incident **47F - Pers**

Name(s) of educators who witnessed the incident **47F - Perso** PSM

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Attempted to contact mother at 3.17 pm. No response. Attempted to contact father at 3.20 pm. No response.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	8/6/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Child did not attend ASC as expected. Attempts to contact parents at 3.15 pm and 3.20 pm. School contacted, message left with manager and police contacted at 3.38 pm. Continued to attempt to contact parents. At 3.55 pm rang mother again and was informed that the child was with her. Police rang and confirmed the child had been found.



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

Follow up to be completed with the family in relation to ability to contact them and communication with the service. Staff to complete Incident Reflection.

Photos and Evidentiary Documents

47F - Personal Privacy Incident 08 06 2016.pdf Incident Report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal I
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>* Father- 47F - Personal P was contacted at 3.30pm to notify that son 47F - did not show for care and could not be located by staff. Staff had searched inside and outside of school grounds.</p> <p>* Step Mother - 47F - Personal P attended the service after being contacted by Father and arrived at approximately 3.45pm.</p> <p>47F - Person police station was contacted and spoke to 47F - at 3.35pm to notify of missing child. 47F - was given parents details and they communicated through 47F - P directly.</p>
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	13/7/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Approximately 3.05pm [47F - Personal] (educator) saw [47F -] running through school and assumed he was on his way to after care. After roll was completed [47F -] had not signed in. We spoke to his sister and brother to see if he was at school and he was. We asked class mates if [47F -] was ok and if anything had happened at school. A child from class said he had a bad day and ran off earlier during the day as he was being teased about his hair cut. Educators were sent to look through school ground and nearby local shop whilst the coordinator contact his teacher and notified admin and principle of school. As [47F -] could not be located his father [47F - P] was contacted and notified that we would be calling police. Father [47F - P] said he would contact [47F - P] - step mother and get her to come to the centre. [47F - P] arrived at the service and made phone calls to local family and child care centre where [47F - P] younger brother [47F - P] goes to see if he had turned up at either of those places. [47F - Personal] (educator) checked shops and the shop keeper believed he had seen him earlier but did not see where he went. [47F -] got in car and drove around nearby areas. [47F - P] went for a walk with [47F - P] younger brother [47F -] to show him where [47F -] likes to go but did not find [47F -]. [47F - P] received a call from the police to notify that they would commence a search. Coordinator contacted the P & C president ([47F - P] and Department [47F - P] to notify of incident. [47F - P] went to nearby skate park to check. [47F - P] found [47F -] at the skate park and came back to the centre. [47F - P] rang the police to notify them that [47F -] had been found.

Coordinator has spoken to school and acting deputy principle requesting that if any incidents occur with the child during the day we are notified so we can be aware of the type of day [47F -] has had. We will do the same in the mornings if we find [47F -] hasn't had a good morning. We will keep lines of communication open to ensure we get best outcomes for [47F -]. If [47F -] has had a particularly bad day we will try and organise someone to observe him transition from class to OSHC to ensure he doesn't wonder off.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

There were no witnesses.

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Personal] alerted that he was missing after roll call.

[47F - Personal] Police [47F - Personal Privacy]

Department of Education and Training [47F - P]

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Perso
Child's Gender	Male
Child's Date of Birth	47F - Persona
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Pr (Coordinator/Responsible Person) phoned 47F - Perso (Mother) at 3.05 pm and left a voice mail to return the call.
Name of child's parent(s) or guardian(s)	47F - Persona
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/2/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 2.45 pm the bell rang at [47F - Personal Privacy]. At 3.00 [47F - Perso] had not arrived. [47F - Personal Pr] (Coordinator/Responsible Person) called the school to confirm his attendance at school. [47F - Pers] called [47F - Pers] (Mother) at 3.05 pm and left a voice-mail. [47F - Pers] called [47F - Pers] again at 3.10 and [47F - Pers] (Step Mother) immediately after. At 3.15 [47F - Pers] called the service and advised [47F - Pers] was to attend ASC, [47F - Pers] advised she would call the police. [47F - Pers] called the police at 3.16 pm. At 3.22 pm [47F - Pers] called and confirmed that [47F - Pers] had gone home with a friend to the friend's grandmother's house. She advised the grandmother was bringing him back to ASC. [47F - Pers] notified the police that [47F - Pers] had been located. At 4.07 pm [47F - Pers] arrived at ASC, [47F - Pers] notified [47F - Pers] that he had arrived at care.	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	[47F - Pers] advised [47F - Pers] that [47F - Pers] had asked to go with the friend the previous day and was reminded to go to ASC when she delivered him to school this morning. [47F - Pers] decided to go with his friend. [47F - Pers] will liaise with [47F - Pers] with any strategies to minimise this occurring again.	
Photos and Evidentiary Documents		
	12.02.2016 - Serious Incident - [47F - Pers]	Serious Incident
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Personal Pr] (Responsible Person/Coordinator) contacted the police at 3.16 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	14/2/2017
Incident Time	15:25
Did Emergency Services attended	Yes
Missing Type	Child did not attend - child initiated
Duration Missing	More than 30 mins but less than 1 hour
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	parents were called as soon the child could not be located within the school grounds.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	



Further Details of the Incident

[47F - Personal P] hadn't shown up to after school care at 3.15pm. I went up to the school and asked that he be called for over the loud speaker. I radioed down to [47F] to call his mum. [47F - Personal Pr] At approximately 3.25pm, [47F -] called and explained that [47F - P] was missing. [47F] and I both searched outside the front of the school, the playground, oval, undercover area, toilets, and up near the school hall. As I was on my way back to the room at 3.40pm, [47F - P] called on the mobile and asked if he'd shown up. I said he hadn't, and I was going to call the police. Mum was fine with that, and told me that she'd called his dad and he didn't have him. I called PoliceLink, who took my details and then transferred me over to 000. I provided them with [47F - P] details and they said they would come to the service. At approximately 3.55pm, [47F - P] called to inform me that her neighbour had contacted her, and [47F - P] was outside his house. I called the police back at approximately 4.00pm, and they walked in just as I'd finished making the call. I spoke to two officers, and gave them mine, [47F - Pers] and [47F - Pa] details. They informed me that they were going to go to [47F - Pers] house and confirm he was there, and wait with him. At approximately 4.15pm, they went to leave and [47F - P] showed up with [47F - P]. They spoke to [47F - P] for a while in the school car park, and then left. [47F - P] came up to have a chat about [47F - P] and his teacher arrived at the same time. We all had a chat about how [47F - P] could easily become confused, as the bookings for the children were a bit different over the last two weeks. We came to an arrangement where the educators picking up the [47F -] would come and collect [47F - P] from his classroom from Monday to Wednesday. His teacher will wait with him in the classroom until we pick him up. [47F - P] is going to email both of his teachers, to put the arrangement in writing.

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

Listed on the incident report and in the further information section of this document.

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

Name of Witness to the incident

[47F - Personal]

Photos and Evidentiary Documents

ARS Incident Report 14.2.17 Service incident report
- [47F - Personal P].pdf

Contact Details

Name

[47F - Personal]



Notification Number: **NOT-40172259**
Date generated: 15/02/2017

Phone Number

47F - Personal Privacy

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was contacted as soon as it was identified that 47F - P & her two sisters 47F - Personal had not turned up for their booking (3.15 pm)
Name of child's parent(s) or guardian(s)	47F - Personal Pri
Phone number of child's parent(s) or guardian(s)	
Date of incident	13/6/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - P & her two sisters failed to attend booking for ASC. Parents contacted at 3.15 pm (not answering), school contacted to establish children had attended, emergency contacts called form 3.20 pm. Police contacted at 3.35 pm. Parent contacted service at 4.15 outlining that the 3 children had caught the bus home.



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

Parent updating contact details

Photos and Evidentiary Documents

incident 13.6.16 missing children.pdf

Incident form

Incident Reflection 13.6.16.pdf

Staff Reflection

Name(s) of educators who witnessed the incident

47F - Personal

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address

Notification Number: **NOT-40056314**

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	13/2/15 - Called father at 3.25pm - left a message. Called emergency contact - no answer Called periodically until 5.45pm where father answered
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	13/2/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Child did not arrive at After School Care, the service was not informed of his absence, and was unable to contact the father. Police was called to report the missing child. Parent was answered phone at 5.45pm and stated that he was picked up by his mother.
Photos and Evidentiary Documents	Documents to be submitted later.



Notification Number: **NOT-40056314**

Name(s) of educators who witnessed the incident

47F - Personal

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police attended service at 5.55pm

47F - Personal

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy (Coordinator/Responsible Person) called 47F - Personal Privacy (Mother) at 3.11 pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	15/2/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 2.45 pm. [47F - Person] did not arrive at the service by 3.02pm. At 3.03 [47F - Person] (Coordinator/Responsible Person) called the school office to confirm she was at school. [47F] called [47F - Personal] (Mother) at 3.11pm and left a voice-mail. At 3.19 pm [47F] called the police to report her location unknown. At 3.45 the service received a call from the police to advise [47F -] had been located at home. At 3.55 pm [47F - P] called the service to confirm that [47F -] was safe and not attending ASC for the day. While attempting to locate [47F - P] calls were also being made to other children who had not arrived at the service.

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

Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care.

Photos and Evidentiary Documents

15.02.2016 - Serious Incident - [47F - Per]
[47F -] pdf

Serious Incident

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Person] (Coordinator/Responsible Person) contacted the police at 3.19 pm.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	47F - Personal Privacy
Service Trading Name	
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Child Identified as not being in attendance when the Child's aunty arrived to collect him from the service 4.45 pm (13/10/2015).
Name of child's parent(s) or guardian(s)	47F - Personal Pr
Phone number of child's parent(s) or guardian(s)	
Date of incident	13/10/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Child was not entered into the roll for ASC and, as a consequence, was not identified as being absent and, therefore, no process was entered into in attempting to locate him. At 4.45 pm the child's Aunty arrived to collect him at which point significant attempts were immediately made to locate the child.

The child was ultimately located through the school office who had supervised the child, not knowing he was to have been booked into ASC, and had subsequently dropped the child at the **47F - Personal Privacy** Police Station. The Aunty then proceeded to the police station and collected the child.

Subsequent to the incident, the parents have been liaised with and a formal investigation into the failure of the service to effectively manage the child's booking has been instigated.

In addition, staff have undertaken a Critical Review of the incident and policy and process in managing bookings and attendances has been revisited and reinforced.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	13/1/2017
Incident Time	11:45
Did Emergency Services attended	Yes
Missing Type	Child seen exiting by staff - retrieved by non-staff member
Duration Missing	More than 1 hour but less than 3 hours
Child's Name	47F - Personal Priv
Child's Gender	Female
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent contact at 11.45 and informed of what had happened. Parent agreed to come to the service immediately. Parent at service when child located by police and returned her to the service.
Name of parent or guardian notified	47F - Personal Pr
Phone number of parent or guardian notified	

Further Details of the Incident	Child exited the service following an altercation with another child (11.45). Service put in lockdown while staff began search of school grounds. Parent contacted 11.51. Manager contacted 11.55 and police notified at 12.00. Search extended beyond school grounds and involved police and additional 47F - Personal staff from central office. Police notified service at 13.45 that the child had been located and subsequently returned her to the service where her mother was waiting.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Parent agreed before 47F - Personal return to care to meet with the service Coordinator in order to develop a support plan. 47F - Personal is currently undertaking therapy and had a booked session the following Monday.
Details of Action Taken (e.g. First Aid)	See above
Name of Witness to the incident	47F - Personal
Photos and Evidentiary Documents	
Incident follow up 47F - Personal 13 01 2017.pdf	Follow Up Report
Incident Reflection 47F - Personal 13 01 2017.docx	Reflection
Incident Report 47F - Personal signed 13 01 2017.pdf	Incident Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for
Incident Date	16/2/2017
Incident Time	15:00
Did Emergency Services attended	Yes
Missing Type	Child did not attend - child initiated
Duration Missing	More than 30 mins but less than 1 hour
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent indicated that they had spoken to an educator on the Tuesday in relation to the booking. Regional Manager investigating. Parent reminded that policy requires notification of changes to bookings in writing.
Name of parent or guardian notified	47F - Personal Privacy
Phone number of parent or guardian notified	



Further Details of the Incident	Child did not attend ASC booking. Attempts to contact parent unsuccessful (Phone/text). Police notified of unaccounted for child at 15:33. Parent contacted the service at 16:00 informing the service that she had been contacted by the police and that her daughter had attended a birthday party.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Reminder to parent in relation to written notification and acknowledgement of booking changes. Investigation into parent claim that she had verbally notified change of booking the previous day.
Details of Action Taken (e.g. First Aid)	Attempted to contact parent (phone/text) Liaised with School Informed management Notified police
Name of Witness to the incident	47F - Personal Privacy
Photos and Evidentiary Documents	
Incident Reflection 47F - Personal Privacy 16 2 17 47F - Personal Privacy.docx	Incident Reflection
Incident report 47F - Personal Privacy 16 2 17 47F - Personal Privacy.pdf	Incident Report

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Female
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	3.25pm Called 47F - Personal (mum), followed by 47F - Personal (grandparent) – no answer from both. 3.30pm Called school office from the service, no answer. Walked over to admin building, door locked. 3.35pm Called mum again, left message.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F - Pe] did not turn up to [47F - P] for after school care. The following steps were taken to locate her in accordance with policy.

3.35pm Called mum again, left message.
3.40pm Called [47F] (Area Coordinator), no answer. Called [47F -] (OSHC Manager), no answer.
3.45pm Called [47F - P] Police Station, described situation and gave all relevant details (known address, names, mum's mobile number).
3.55pm Went through [47F - Per] fathers file from last year, found a different address – called police station again to update them, provided more details (mum and [47F - Pers] DOB's, previous history of this happening, etc).
4.00pm Explained to the police that we have issues communicating with mum in the past – have had to chase mum for [47F - Pers] whereabouts before, as well as [47F - P] just showing up to after school care with no prior contact from mum.
4.05pm Police said that they would potentially come to the service, but they would log a job and find out more for us. They said that they would pass the message on to [47F - Person] Police Station as well, who were closer to the service.
4.10pm [47F -] called back, updated him on situation and told him I would follow-up with him when I knew more.
4.15pm [47F -] called back, updated him on situation and told him I would follow-up soon.
4.30pm Asked some children from [47F - Pers] grade if she was at school – two girls said yes, one girl said no
5.15pm Called [47F -] Police Station, said they'd emailed the job to Police Link, and to give them a call.
5.20pm Called Police Link, who took all details and then informed me that they'd made contact with the mother, who had told them that [47F - Pe] was with her. Told them that she would come in tomorrow to apologise for not letting us know.
5.30pm Informed [47F - Personal] of the situation.

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

The service coordinator will follow up with this parent in person and will explain the importance of informing the service when she will collect her child.

Photos and Evidentiary Documents

File Note [47F - Pers] 170516.doc

File note

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police contacted

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious Incident

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Notification of Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy

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

On Friday 10th June 2016, at approximately 4:45pm [47F - Pe] grandma arrived at [47F - Personal Privacy] SAC to collect

[47F - Pe]

[47F - Pe] staff informed [47F - Pe] grandmother that she was collected and released from her [47F] Class room at [47F - Personal Privacy] by her Teacher [47F - Pers] this afternoon.

[47F - Pe] released [47F - F] from the [47F] Class Room to the child's (Nanny) and then proceeded to escort [47F - Perso] Children from the class down the ramp to the [47F - F] Staff member waiting to collect the [47F - F] (approx. 4 meter distance).

The grandmother then contacted [47F - Pe] mother advising the situation.

The grandmother then advised [47F - F] staff that police have been advised she is missing.

[47F - P] staff then made attempts to contact [47F - P] (parent) - attempts were unsuccessful.

Name of child's parent(s) or guardian(s)

[47F - Personal Privacy]

Phone number of child's parent(s) or guardian(s)

Date of incident

10/6/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)

On 10th June 2016, [47F - F] was dropped off to Before School Care at [47F - Personal Privacy] SAC by [47F] (Parent).

[47F - F] Staff questioned parent to see if [47F - F] was to attend After School Care today. As normally [47F - P] is booked into ASC on a Friday but does not attend ASC due to being picked up from [47F - Personal Privacy] to attend dance lessons.

Parent stated "No she will not be attending ASC her grandmother is picking her up, (parent paused) stating well maybe it will be only for 20minutes or so".

On 10th June 2016, [47F - Personal P] was not collected from by [47F - F] staff from her [47F] Room at [47F - Personal Privacy] for after school care due to [47F - P] was released from her class room by her Teacher [47F - Pers].

[47F - P] was released from her [47F] class room by her teacher to another child's (Nanny) and taken to a local park.

[47F - P] Staff failed to contact [47F - Pe] parents to confirm that [47F - F] was not attending ASC and was released to another adult from her class room by her teacher.

On Friday 10th June 2016, at approximately 4:45pm [47F - Pe] grandma arrived at [47F - Personal Privacy] SAC to collect

[47F - P]

[47F - F] staff informed [47F - Pe] grandmother that she was collected and released from her class room at [47F - Personal Privacy] by her Teacher [47F - Pers] this afternoon.

The grandmother then contacted [47F - Pe] mother advising the situation.

The grandmother then advised [47F - F] staff that police have been notified as [47F - F] is missing.



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

Police arrived at [47F - Personal Privacy] and accompanied [47F - P] staff and the grandmother to [47F - Personal Privacy] Class Room - to see if her teacher [47F - Per] was still on the school premises, teacher was not present.

When arriving at the [47F - P] Class Room the grandmother received a phone call on her mobile and advised [47F - P] staff and Police that [47F - P] was located with her friend and her (Nanny) at the local park.

Police and grandmother left [47F - Personal Privacy] to collect [47F - P] from the park.

At approx. 5:00pm Area Manager [47F - Personal Privacy] arrived at [47F - Per] [47F - P] SAC at the same time [47F - P] Staff member was walking back from the [47F - P] Room.

At Approx. 5:30pm the Police, parent/grandmother and child arrived at [47F - Personal Privacy] SAC.

Police took names and questioned [47F - P] staff.

The Police Officer stated "there is differing/conflicting stories and miscommunication between the parents themselves and [47F - P] Staff, and [47F - P] didn't follow protocol this why the incident has occurred".

The parent, child and grandmother left the premises at approx. 5:45pm.

No further Police presence was required they left the premises at approx. 5:50pm

This week subject child has continued care for [47F - P] ASC for her regular booking and will be attend Vacation Care in the upcoming holidays.

On Tuesday 14th June 2016, [47F - P] Area Manager - attempts to contact [47F - P] (parent) unsuccessful - left a message.

On Tuesday 14th June 2016, Area Manager [47F - Personal Privacy] contacted [47F - Personal Privacy] - Principal and talked through the incident and was updated on staff up skilling / training and mentoring by manager over the up coming weeks.

On Wednesday 15th June 2016, [47F - P] Area Manager - attempts to contact both parents unsuccessful - left a message.

On Wednesday 15th June 2016, a Representative of the Approved Provider - attempts to contact [47F - P] (parent) unsuccessful - a message was left.

On Wednesday 15th June 2016, Area Manager [47F - P] successful made contact with [47F - P] (parent) and verbally expressed processes in place to ensure this does not occur again with a follow up email (see below)

From: [47F - Personal Privacy]
Sent: Wednesday, 15 June 2016 4:34 PM
To: [47F - Personal Privacy]
Cc: [47F - Personal Privacy]
Subject: [47F - Personal Privacy]

Hi [47F - P]

Thank you for your time today and your patience for me to further investigate the incident that occurred on Friday.
It is ongoing and I will keep you up to date with all that has happen and

will be happening in the upcoming days and weeks at the service.

- Monday 13th June up skilling staff has been done around collection of children.
- Wednesday 15th June State Office Compliance Officer Visit
- Friday 16th June Staff meeting - SOP, Policy and Procedure up skilling
- Tuesday 21st June Visit from SAC Area Manager monitoring the activities of the afternoon
- Wednesday 22nd June Meeting with Coordinator
- Thursday 23rd June Visit from SAC Area Manager

Weekly visits will continue on a regular basis from State Office staff and the Area Manager.

If you have any questions or concerns please do not hesitate to contact me

Thank you

47F - Personal Privacy

47F - P Follow up -

Monday 13th June 2016 at 47F - Personal Privacy

Staff Meeting - Up skilling/ training

2.5 POLICY Arrivals and Departures

- Standard Operating Procedure - Child book to attend ASC does not arrive from school
- Register for phone call re non-attendance

Wednesday 15th June 2016, attendance of 47F - P Representative attend service to observe practice.

Friday 17th June 2016, staff meeting at 47F - Personal Privacy SAC

All staff up skilling / training

2.5 POLICY Arrivals and Departures

- Standard Operating Procedure - Child book to attend ASC does not arrive from school
- Register for phone call re non-attendance

2.7 POLICY Court orders and the release of children in care

2.8 POLICY Supervision of children

- Standard Operating Procedure - Accurate head count of children within the SAC service
- Responsible Person Handover Sheet

Standard Operating Procedure NL01 reporting

- A standard operating procedure to be followed by all Responsible Persons

Standard Operating Procedure SI01 reporting

- A standard operating procedure to be followed by all Responsible Persons

Friday 17th June 2016, Area Manager 47F - Personal Privacy attending service to observe practice.



Tuesday 21st, Wednesday 22nd & Thursday 23rd June 2016, Area Manager [47F - Personal Privacy] attending service to observe practice.

Wednesday 22nd June 2016, Area Manager [47F - Personal Privacy] will be conducting re inductions for all staff and coordinator.

Meeting to be arranged with [47F - Personal Privacy] (parents) to update enrolment forms/emergency contact details and required booking.

Photos and Evidentiary Documents

[47F - Personal Privacy]

Email correspondence

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	47F - Personal Privacy	
Service Trading Name		OSHC
Service Approval Number		
Service Approval Status	Approved	

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.	
Child's Name	47F - Personal	
Child's Gender	Female	
Child's Date of Birth	47F - Personal	
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal (Coordinator/ Responsible Person) attempted to make contact with 47F - Personal (father) at 3.21pm and 3.26pm. 47F - returned the call at 3.37.	
Name of child's parent(s) or guardian(s)	47F - Personal	
Phone number of child's parent(s) or guardian(s)		
Date of incident	28/7/2015	



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 3.15 pm [47F - Personal] had not been signed into care. At 3.19 pm [47F - Personal] called [47F - Personal] classroom to confirm attendance at school and the school admin to check if any messages were left. At 3.21pm [47F - Personal] called [47F - Personal] (father). At 3.24 pm all staff were asked via radio to perform a check of their area of supervision to locate [47F - Personal]. At 3.26 pm [47F - Personal] called [47F - Personal] again. At 3.27 pm [47F - Personal] called the police. At 3.37 pm [47F - Personal] called back and was advised of the situation, he confirmed [47F - Personal] should be at care. At 3.46 pm [47F - Personal] was located with the group at the astro turf eating afternoon tea. [47F - Personal] updated [47F - Personal] and the police. At 3.57 the police arrived and were updated. Please see additional information attached.

Photos and Evidentiary Documents

28.07.15 [47F - Personal] - Serious Incident.pdf Serious Incident

Name(s) of educators who witnessed the incident

[47F - Personal]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Personal] called the police at 3.27 pm.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Priv Coordinator/Responsible Person) called 47F - Pers (Mother) and 47F - Personal (Father) multiple times between 2.55 pm and 4.05 pm.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/8/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 2.45 pm the school bell rang. At 2.55 pm it was identified that 47F - Personal had not arrived for ASC. 47F - Personal P Coordinator/Responsible Person called both parents. At 2.58 pm she checked attendance at school. Educators searched the school grounds. 47F - Personal called emergency contacts listed and the parents again at 3.05 pm. At 3.15 pm 47F - Personal called the police. At 4.05 pm the police notified the service that 47F - Personal had been located at home with his grandmother.



Photos and Evidentiary Documents

17.08.15 Serious Incident - 47F - Personal Privacy.pdf Documents

Name(s) of educators who witnessed the incident N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc) 47F - Personal Privacy called the police at 3.15 pm.

Contact Details

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent, 47F - Personal Privacy was contacted at 4pm on 12/8/16 when it was observed that 47F - Personal Privacy was not present at the service when 47F - Personal Privacy Grandma came to collect her.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Incident occurred on 12/8/16 at 4pm. [47F - P] grandmother arrived to collect [47F -] from the service and it was observed that [47F -] had not arrived to the service at the completion of school. After initial checks of the school grounds the Police were contacted at 4.32pm. [47F -] was located at 4.45pm, by a member of the school staff, on the oval adjacent to the service building. In leading up to the incident on the 11/8 [47F - P] Mum spoke to an educator in person and informed her that if [47F -] wasn't at the service on the 12/8 then it was due to her being picked up by her Grandma from school. When [47F -] didn't arrive at ASC on 12/8 it was then assumed that [47F -] had been collected from school. The service has in place definite procedures relating to arrivals and departures of children which were not followed in this instance. A time line of events is in the attached documents provided more detailed information for events on the day.

This incident was reported verbally and via email on 15/8/16 by [47F - Per] [47F -]

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

From a school level, at the request of the family, [47F -] is going to be escorted by her classroom teacher to the adjacent [47F -] classroom on days that she attends [47F -] and the educators will then collect [47F -] along with the [47F -] children and escort them to the service. The educator and Acting Coordinator have both been involved in extensive discussions with representatives of the Approved Provider in relation to the arrivals and departures procedure that is currently in place at the service. Both educators are receiving additional training in relation to the procedures of the service. A HR investigation has been commenced and no further details on this is available at this time. Educators have been reminded of their responsibilities to accurately record bookings and cancellations and ensure parents are aware of and follow service practices in relation to this.

Photos and Evidentiary Documents

7.2.1 [47F - Person] pdf

Incident report [47F - Person]

Timeline and map [47F - Person] pdf

Timeline and map [47F - Personal]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police were contacted however cancelled when the child was located.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Pr
Child's Gender	Male
Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parents arrived at the Service 4.36 pm within minutes of him being identified as missing (4.36 pm) and informed that he was missing.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent(s) or guardian(s)	
Date of incident	15/1/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Child identified as missing during Head count at 4.30 pm. Shortly thereafter the parents arrived at the Service (4.36 pm). At 4.50 pm the police were contacted and informed the child was missing. At 4.56 it was identified that 47F - P was at the corner store where his father went and picked him up and subsequently returned with him to the Service



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

The Incident is still subject to investigation, however, measures have been put in place by the Regional Manager to ensure that future risk of leaving the Service is managed effectively.

Photos and Evidentiary Documents

Follow up on incident 47F - Personal by Manager's Report
Regional Operations Manager 47F - Personal
15.1.16.docx

Follow up on incident 47F - Personal 15.1.16 Follow Up Report
see ROM reprot for full details.pdf

Incident Report 47F - Personal 15.1.16.pdf Incident Report

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal Privacy		
Child's Gender	Male		
Child's Date of Birth	47F - Person		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal	(Coordinator/Responsible Person) called	47F - Person
	(Mother) at 3.08 pm.		
Name of child's parent(s) or guardian(s)	47F - Personal		
Phone number of child's parent(s) or guardian(s)			
Date of incident	18/2/2016		



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>[47F - Personal Privacy] did not arrive at After School Care. Booking was not required or canceled. He was located with his father. [47F - Person] [47F - Pers] did not arrive at the service by 3.05pm. [47F - Person] (Coordinator/Responsible Person) called the school office to confirm he was at school. At 3.08 pm [47F - Pers] called [47F - Person] (Mother) and left a message. She called [47F - Person] (father) at 3.10 pm and left a message. At 3.13 pm [47F - Pers] notified the police that [47F - Pers] location was unknown. At 3.20 pm [47F - Pers] attempted to call [47F - P] again. The police made contact with [47F - Pers] and advised him to call the service, however [47F - Pers] called him at 3.25 pm before he could call and he confirmed that [47F - Pers] was in his care.</p>	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care.	
Photos and Evidentiary Documents		
18.02.2016 - Serious Incident [47F - Pers] pdf	[47F - Person]	Serious Incident
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Person] (Coordinator/Responsible Person) contacted the police at 3.13 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Priv
Child's Gender	Male
Child's Date of Birth	47F - Personal
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal P (Coordinator/Responsible Person) called 47F - Person (father), 47F - Personal (Mother) and 47F - Personal P (Grandfather) from 3.15 pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/11/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Personal P did not arrive for ASC as expected. 47F - Personal Priv (Coordinator/ Responsible Person) called 47F - Perso (father) at 3.15 pm, 47F - Person (mother) at 3.17 pm and 47F - Personal P (grandfather) at 3.20 pm. 47F - Pers called the school office and an announcement was made over the school PA at 3.20 pm. At 3.30 pm 47F - Pers called the police and reported 47F - Pd unaccounted for. At 3.52 the police arrived at the service to investigate. At 3.52 pm 47F - 47F - P called to advise he had collected 47F - Pe from School.



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

Please see attached.

Photos and Evidentiary Documents

17.11.15 Serious Incident

47F - Person

47F - Personal

Documents

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police were contacted at 3.30 pm.

Contact Details

Name

Phone Number

Email Address

47F - Personal Privacy



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	47F - Personal Privacy	
Service Trading Name		Outside School Hours Care
Service Approval Number		
Service Approval Status	Approved	

Incident

Incident Type	A child was missing from the education and care service or was not able to be accounted for	
Incident Date	17/2/2017	
Incident Time	15:08	
Did Emergency Services attended	Yes	
Missing Type	Child did not attend - child initiated	
Duration Missing	More than 1 hour but less than 3 hours	
Child's Name	47F - Personal Privacy	
Child's Gender	Male	
Child's Date of Birth	47F - Personal Privacy	
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Phone Call to mother and contacts as soon as noticed child was missing at 3.08pm	
Name of parent or guardian notified	47F - Personal Privacy	
Phone number of parent or guardian notified		



Further Details of the Incident	<div>47F - Personal Privacy</div> did not attend the <div>47F - Personal Privacy</div> OSHC as Scheduled. Educators followed procedures to contact parent and carers with no success. Eventually Mum was contacted at the shops and she advised that she would check at home. She arrived at the service at 3.30pm and advised that she had not been able to locate him. Police were called and arrived at the service at approximately 4pm, mum called at 4.08pm to advise that he had been located.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Parent reminders for children attending OSHC, communication with the teacher to provide reminders for when children attend OSHC
Details of Action Taken (e.g. First Aid)	Educators attempted to contact parents and contacts Management Advised School Advised Police Advised
Name of Witness to the incident	<div>47F - Personal Privacy</div>
Photos and Evidentiary Documents	
doc05806320170220084839.pdf	File Notes

Contact Details

Name	<div>47F - Personal Privacy</div>
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Mother 47F - Personal Privacy was contacted by phone at 14.55 and step father 47F - Personal Privacy was contacted by phone at 4:56pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	12/5/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - Personal Privacy did not arrive to the After School Care service and was unaccounted for at 2.50pm. 47F - Personal Privacy contacted 47F - Personal Privacy mother at 2.55pm and step-father at 2.56pm. The police were notified at 3.00pm that the child was unaccounted. The educators continue to try and contact the parents but there was no answer. At 4.09pm the child was accounted for at her neighbours house. 47F - Personal Privacy walked home with her neighbour from school as she wasn't aware she was suppose to go to After School Care.



Photos and Evidentiary Documents

18.05.15 - Serious Incident - 47F - P Documents
47F - Persodf

Name(s) of educators who witnessed the incident 47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc) At 3.00 pm the 47F - Perso police were contacted via phone and visited the service at 3.40pm

Contact Details

Name	47F - Personal Privacy
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	47F - Personal Privacy
Service Trading Name	
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Female
Child's Date of Birth	47F - Perso
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was called and had messages left on phone between 2.40 pm and 3.00 pm. Emergency contact also failed to respond to calls. Parent arrived at service at 4.47 pm and had 47F - with her.
Name of child's parent(s) or guardian(s)	47F - Personal P
Phone number of child's parent (s) or guardian(s)	
Date of incident	18/5/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	47F - failed to attend booking for ASC (240. pm). Parent phoned and message left. Emergency contact also phoned and unavailable. School confirmed child had attended school. At 3.00pm police called and informed 47F - had failed to arrive for booking. Police arrived at service at 4.00pm and took details. At 4.47pm mother arrived at service to collect other children and had 47F - with her.



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

Family known to police and police identified they would follow up directly with them. Service to follow up with family re contactability.

Photos and Evidentiary Documents

Incident Form 2016.pdf 47F - Personal Privacy 18 05 Incident Form

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought.
* A child was missing from the service or was not able to be accounted for.

Child's Name 47F - Personal Privacy

Child's Gender Female

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification Continual calls to parents and emergency contacts when child did not arrive at OSHC on Friday 18/3/16

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 18/3/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc) 47F - Personal Privacy did not present at ASC as per roll. The staff immediately checked with the office to confirm 47F - Personal Privacy had been at school that day. Staff contacted the parents and all emergency contacts but with no response. The incident was reported to the Approved Provider who advised to contact the police. The father called the service at 4.15 pm to inform them he had collected the child.



Notification Number: **NOT-40116222**

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

Process for a child not attending when booked was followed.

Photos and Evidentiary Documents

21032016154430-0001.pdf

Incident report

Name(s) of educators who witnessed the incident

47F - Perso

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal		
Child's Gender	Male		
Child's Date of Birth	47F - Person		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Person	(Coordinator/Responsible Person) called	47F - Person (Mother) at 3.09 pm.
Name of child's parent(s) or guardian(s)	47F - Personal P		
Phone number of child's parent(s) or guardian(s)			
Date of incident	19/2/2016		



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>47F - Person A did not arrive at After School Care. Booking was not required or canceled. He was located with his mother, 47F - Person B at 3.29 pm.</p> <p>The school bell rang at 2.45 pm. 47F - Person A did not arrive at the service by 3.03 pm and 47F - Person C (Coordinator/Responsible Person) called the school office to confirm he was at school. 47F - Person C called 47F - Person D (Mother) at 3.09 pm and 47F - Person E (Relative) at 3.10 pm to confirm if he was attending ASC and left a message. 47F - Person C then sent a sms to both phones. At 3.13 pm 47F - Person C rang the work number for 47F - Person F there was no answer. At 3.15 pm 47F - Person C called the police to report his location unknown. At 3.23 pm 47F - Person G (Nominated Supervisor) called 47F - Person H on both mobiles and the work number. At 3.26 pm 47F - Person C sent a sms asking for confirmation of 47F - Person I non-attendance, advising the police had been called. At 3.29 pm 47F - Person J responded to advise that 47F - Person K was sick and not attending care. 47F - Person C advised the service. 47F - Person C advised the police 47F - Person L had been located.</p>	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>47F - Person G explained the process to 47F - Person J if a child was not located by 3.15 pm. 47F - Person J asked that 47F - Person K notify customer service or the service if 47F - Person L will not be attending care. Staff will confirm 47F - Person M attendance with the 47F - Person N on Friday given that this has occurred the past 2 Fridays.</p>	
Photos and Evidentiary Documents		
19.02.2016 - Serious Incident - 47F - Person A	Serious Incident	
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	47F - Person C (Coordinator/Responsible Person) contacted the police at 3.15 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	2:55pm child failed to arrive at ASC - school office contacted and school grounds searched. 3:18pm parent contacted by Coordinator. 4:00pm Police notified by Parent. 4:05pm Branch Manager and State Office contacted. 5:19pm Child located safe and well, the service was notified by the parent.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	21/6/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

On Tuesday 21/06/2016 failed to turn up at [47F - Personal] SAC by 3:00pm. School grounds were searched and then the mother was notified. Police [47F - P] Branch Manager and State Office were then notified. Child was located and safe after walking into his house at 5:19pm. Mum then contacted [47F - Personal] SAC to notify that [47F -] was at home.

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

Discussion was held with the child and mother about the incident. Actions to be put in place for when [47F -] returns to ASC, Educator to collect [47F -] from his classroom before the bells rings. Coordinator to organise for a Police Officer to attend the service to discuss with the children around stranger danger.

Photos and Evidentiary Documents

Incident Report [47F - Personal] 21-06-1622062016.pdf

7.2.1 Incident Report [47F - Personal]

[47F - Personal] Incident Tuesday 21.doc

Statement [47F - Personal]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	3.15pm: 47F - Personal Privacy did not sign in with 47F - Personal Privacy 3.20pm: mum was contacted 3.33pm: contacted the school office, 47F - Personal Privacy staff and teachers began searching the school 3.34pm: police were called 5.03pm: located by the police at 47F - Personal Privacy petrol station
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	21/7/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	File note is attached: 3.15pm I finished signing all the ASC children in on the roll 47F - Personal Privacy did not turn up to ASC. I asked the children if anyone had seen him. Two of our 47F - Personal Privacy team leaders said he had gone to the skateboard park.

emergency services
involvement, etc)

3.20pm I phone [47F] mum [47F - Per] to tell her he had not turned up.
She did not answer her mobile.

3.22pm I phoned the school office to ask if they could call over the loud
speaker for [47F - Per] to come straight to [47F - P]

3.25pm Phoned mum again no answer.

3.25pm Phoned [47F - Person] returned my call. Explained the situation
and to get permission for a staff member to go over to the skateboard
park and check if [47] was there.

3.30pm [47F - P] ran across to skateboard park he was not there.

3.30pm His mother phoned to say she had left her phone at home. I
explained the situation and that we will continue to look for [47]. She told
me to contact her on [47F - Per] phone [47] brother. She was at the Dr with
him. Mum explained he could be at the phone box across the road by
the [47F - Pers] I asked [47F - P] to run up and check he was not there.

3.33pm Phoned the mum again I told her that we have not been able to
locate him I would now contact the police she agreed.

3.34pm reported to the police he was missing. The police told me to get
the mum to come straight to [47F - P]

3.36pm Phoned mum explained I had reported him missing and the
police asked for her to come straight to [47F - P]

3.37pm Phoned [47F] He returned my call explained I had called the
police and they were on there way.

3.40pm Phoned the school office to let them know what was happening
they called over the loud speaker and the internal speaker which then
got teachers involved with the search.

3.42pm Organised [47F - Per] and [47F - P] Staff members to search the
school grounds.

3.48pm Phoned [47F] to update him.

3.55pm Police arrived explained the situation [47F - Per] the Deputy
Principal came down to give a description of [47] and his teacher, (this
would have been the second time [47] attended OSHC so we where
unclear of his description..) school gave the police a photo of the
missing child.

4.05pm School office rang on my mobile to say a child in his class had
reported he was heading to [47F - Per] Reported this to the two police
officer we were writing up the missing person report with.

4.10pm Mum phoned to say she had a call on her phone and a
message that he was at [47F - Personal Privacy] The police
phoned EB games he had moved on from there. They asked the shop
attendant if he came back to call the police. The police headed to
[47F - Per] mall.

4.30pm I phone [47F - AC] to report to update the situation.

4.48pm Mum phoned to say that he had now contacted her from
[47F - Personal Privacy]
I asked where she was she was still coming back from her appointment.
She asked me to contact the police to report where he was, she was

heading straight to **47F - Pers**

4.50pm I phoned the police and reported where he phoned his mum from.

4.52pm reported to **47F** AC the update of where he was.

5.03pm Phoned mum to see if he had been located and she informed me the police had found him.

5.06pm Phoned **47F** to report **47F** was all safe and well.

5.30pm **47** and Mum arrived at Service to apologise

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

All children will be spoken to regarding the importance of coming straight to **47F - P** from their classroom.

Photos and Evidentiary Documents

47F - Pers210716.doc

File note

Name(s) of educators who witnessed the incident

No one witnessed the incident as **47F** did not attend **47F - P** prior to leaving the school grounds

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

police service

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal School Age Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal P
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parent was contacted at 8:05am to let her know about the incident.
Name of child's parent(s) or guardian(s)	47F - Personal Pr
Phone number of child's parent(s) or guardian(s)	
Date of incident	19/8/2016
Description of incident (including time, location, circumstances, emergency services involvement, etc)	Before getting onto the 47F - P bus to go to school, 47F - P had an altercation with another child which put him in a bad mood. After roll call the children walked out to hop on the bus, 47F - P refused to hop on the bus and took off. This was approximately 7:50am, an educator followed 47F - P. Area Manager was contacted. Area Manager had just arrived and went looking for him in the car. The Educator lost sight of the child and was not able to be located. Police were contacted and the child was located at school.



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

Incorporate strategies as a team to cope with a child/children when angry. Encourage children to talk about their feelings.

Photos and Evidentiary Documents

7.2.1 **47F - Personal**.pdf

7.2.1 Incident Report - **47F - Personal Priv**

47F - Personal Privacy

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address

Notification Number: **NOT-40098534**

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Person
Child's Gender	Male
Child's Date of Birth	47F - Person
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Pri (Coordinator/Responsible Person) called 47F - Pers (Mother) at 2.58 pm and left a voicemail. Further calls were made to 47F up until 47F - was located.
Name of child's parent(s) or guardian(s)	47F - Personal Pi
Phone number of child's parent(s) or guardian(s)	
Date of incident	20/11/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 2.45 pm. [47F - Person] did not arrive at after school care as expected. At 2.55 pm [47F - Personal Pr] (Coordinator/Responsible person) contacted his class teacher who advised [47F - Person] was at school. [47F - Person] called [47F - Person] at 2.58 pm and left a voice-mail while a search was conducted of the school grounds. [47F - Person] called [47F - Person] (Step Mother) at 3.05 pm. [47F - Person] confirmed [47F - Person] was supposed to be at ASC. At 3.08 pm [47F - Person] called the police to report that [47F - Person] was confirmed to be booked into care and was not locatable. [47F - Person] continued to try to notify [47F - Person]. At 3.29 pm [47F - Person] called the service and advised that she had gone to [47F - Person] work and was informed that [47F - Person] was on a sleepover. At 3.30 pm [47F - Person] called the police to advise that [47F - Person] location had been confirmed and he was safe. At 4.08 pm [47F - Person] called to advise staff she forgot to cancel.

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

Please see attached.

Photos and Evidentiary Documents

20.11.15 [47F - Personal Privacy]
School.pdf

Documents

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Personal Pr] called the police at 3.08 pm to report that [47F - Person] location was unknown.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name 47F - Personal Privacy Outside School Hours Care

Service Approval Number

Service Approval Status Approved

Incident

Incident Type * A child was missing from the service or was not able to be accounted for.

Child's Name 47F - Personal Privacy

Child's Gender Female

Child's Date of Birth 47F - Personal Privacy

Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification On the 23/12/15 the parent was called using the service mobile at 11.24am as the landline was being used to call the Police.

Name of child's parent(s) or guardian(s) 47F - Personal Privacy

Phone number of child's parent(s) or guardian(s)

Date of incident 23/12/2015

Description of incident (including time, location, circumstances, emergency services involvement, etc) A group of children were playing handball when 47F - Personal Privacy became upset during the game. She ran off from the undercover area around 11.15am. The staff member supervising the game used the walkie talkie to inform another staff person who then tried to locate the child. When unable to locate the child the service called the police.



Notification Number: **NOT-40103292**

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

A discussion was had with the child about where she can run to when she is upset and needs to calm down.

Photos and Evidentiary Documents

Documents to be submitted later.

File Note Child Incident 23 12 15

File note of incident

47F - Personal Privacy

47F - Personal Privacy 23 12 15.pdf

File note of incident

Name(s) of educators who witnessed the incident

47F - Personal Privacy

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police officers details not taken down however the 47F - Personal Privacy Police station as contacted.

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy mother 47F - Personal Privacy was notified via phone as soon as 47F - Personal Privacy was back in the room. 47F - Personal Privacy was phoned at 4.25pm on Thursday 23.07.15. 47F - Personal Privacy the service coordinator explained how 47F - Personal Privacy had run away from the service. 47F - Personal Privacy mother was worried about the how the staff were after what she called a traumatic experience for them.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	23/7/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F -] opened the gate of the fenced playground and ran out of the play area. [47F -] an educator, immediately ran after him, closely followed by the coordinator [47F - Personal] ran around the corner and disappeared. After 4 minutes of not being able to locate [47F - Personal] [47F -] phoned [47F -] the Area Coordinator who said to call the police immediately. When [47F - Per] got off the phone to [47F -] she heard a banging in the room she was standing outside, when she looked inside she saw [47F -] eating an ice cream in the staff room. Staff were then able to get [47F -] back to the room where [47F - P] parents and management were notified.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

N.A

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Family Day Care
Service Approval Number	47F - Personal Privacy
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The parent was informed by the educator at approximately 3.30pm by phone on the 4/11/15 when the educator had realized the children were missing.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	4/11/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

Two children involved in incident. Details of the second child are:

Name: 47F - Persc

Gender: Male

DOB: 47F - Pers

Incident: The two children were left sleeping alone or with a visiting uncle whilst the educator went to pick up two school children. When the educator returned to her residence 47F - Personal Privacy QLD 47F - she discovered the children were missing and called the parent who assisted the educator to find them. They were found by a neighbor who had contacted the police. The police made a report of the incident. Further details can be found within the attached report.

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

See attached report

Photos and Evidentiary Documents

Serious incident report 47F - P docx

Serious incident report 47F - P FDC

Name(s) of educators who witnessed the incident

No witnesses

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Queensland Police Service 47F - P
Police report Number 47F - Personal Pr

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	<p>It was identified that 47F - Personal Privacy was missing from the service at 4.30 pm. At 4.31 pm 47F - Personal Privacy father, 47F - Personal Privacy was contacted by the coordinator and informed she was missing from the service. 47F - Personal Privacy at this point believed that 47F - Personal Privacy would have been collected by her mother, 47F - Personal Privacy. Attempts were made by the coordinator to contact 47F - Personal Privacy unsuccessfully, messages were left 4.33 pm. At 4.45 pm further unsuccessful attempts were made to contact 47F - Personal Privacy by the Regional Manager and text messages were left. 47F - Personal Privacy was contacted again and informed that a notification to the police would need to be made as 47F - Personal Privacy had not been located.</p>
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	23/3/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 4.10 pm [47F] was collected from Chess club and signed into the service. During a subsequent Head Count at 4.30 pm it was identified that [47F] was no longer present in the service. Following discussion with [47F] father who believed she would have been collected by her mother and subsequent unsuccessful attempts to confirm this with the mother the police were notified of the missing child (4.47 pm). At 5.45 pm the police, after unsuccessful attempts to contact the mother via phone, attended [47F] residence where [47F] was located.

Photos and Evidentiary Documents

[47F - Personal Privacy] Post Incident Follow Up with [47F - P]

Follow Up with Parent

[47F - Personal Privacy]

Initial Report.docx

Incident Report

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The service Coordinator rung the mother by mobile roughly after 3pm in which there was no answer so a message was left. The service Coordinator 47F - Personal Privacy and another educator 47F - Personal Privacy at the service rung all listed emergency contacts on the family enrolment form between 3.20pm-4.00pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	26/4/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

During sign in the service Coordinator noted that [47F - Per] and his sister had not arrived at the service as they were booked in. [47F -] contacted the school to check their whereabouts and they confirmed both were at school. [47F -] contacted the mother but had to leave a message. He and [47F -] both proceeded to contact all listed emergency contacts roughly between 3.20-4.00pm. After getting no strong leads with where the children's whereabouts where [47F -] contacted the Police as well as his Area Coordinator at 4pm. The police arrived at the service at 5pm and documented all details of the missing children and staff members. The service was contacted by the mother and she spoke with [47F -] to let her know that she had her two children all along and that they were at swimming.

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

An email will be sent out from the service to all families addressing the importance of cancelling bookings/notifying staff with the relevant policy attached. Further to this, the service will ensure their monthly bulletin will address the cancellation policy and the process that needs to take place

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

[47F - Personal Pr]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Was not documented at the time. However the service should be able to follow up with Police Link for these details.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name

47F - Personal Privacy

Provider Number

Provider Approval Status

Approved

Service

Service Legal Entity Name

Service Trading Name

47F - Personal Privacy

OSHC

Service Approval Number

Service Approval Status

Approved

Incident

Incident Type

* A child was missing from the service or was not able to be accounted for.

Child's Name

47F - Personal Privacy

Child's Gender

Female

Child's Date of Birth

47F - Person

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

47F - Pers (Coordinator/Responsible Person) called 47F - Pers (Mother) at 3.20 pm.

Name of child's parent(s) or guardian(s)

47F - Personal P

Phone number of child's parent(s) or guardian(s)

Date of incident

27/1/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)	The school bell rang at 3 pm. [47F - Personal Privacy] did not arrive at the service. At 3.10 [47F - Person] (Coordinator/Responsible Person) called the school office to confirm she was at school. [47F] called [47F - Person] (Mother) at 3.20 pm to confirm if she was attending ASC and left a voice mail for her to call the service. At 3.35 pm [47F - Person] called the police to report her location unknown. At 5.36 pm the service was notified by the police that [47F] was located with her parents and was not attending the service for the After School Care session.	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care. Next newsletter will include expectations for parents to cancel bookings as well as details on the steps the staff take should a child not arrive for ASC.	
Photos and Evidentiary Documents		
	28.01.2016 - Serious Incident - [47F - Person] pdf	Serious Incident Notification
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Person] (Coordinator/Responsible Person) contacted the police at 3.35 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name 47F - Personal Privacy

Provider Number

Provider Approval Status Approved

Service

Service Legal Entity Name

Service Trading Name

Service Approval Number

Service Approval Status Approved

47F - Personal Privacy

Outside School Hours Care

Incident

Incident Type * A child was missing from the service or was not able to be accounted for.

Child's Name 47F - Personal

Child's Gender Male

Child's Date of Birth 47F - Personal

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

Parents of the child were phoned approximately two minutes after 47F - P had ran out of the service and couldn't be accounted for. The primary contact was not able to be contacted so we continued down all of the families emergency contact list. The Coordinator than made contact with his mother after 47F - P returned to the service

Name of child's parent(s) or guardian(s) 47F - Personal P

Phone number of child's parent(s) or guardian(s)

Date of incident 26/9/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

During morning tea [47F - P] had an altercation with his brother. [47F - P] tipped out his brother food which had upsetted his brother. When [47F - P] was spoken to about his choice [47F - P] gave his brother the finger, called him a name and physical hurt him. [47F - P] then ran out of the room. The Coordinator had followed but was unable to see which direction he ran in. The service then went into lock down whilst two other staff members joined the Coordinator in search of [47F - Personal P] has been know in the past to run, however has never left licenced areas. At this point [47F - P] the staff member which the children in lock down phoned [47F - P] management and was instructed to contact the police as he was unaccounted for. [47F - P] had then spotted [47F - P] out of our licenced area (He was unaccounted for approx. 4-5 minutes) When [47F - P] approached [47F - Per] he had ran off. The Coordinator was in sight of [47F - P] had caught up with [47F - P] and they both made their way back to the service room. The police were phone and cancelled the call out. Contact was then made with mum and she spoke to [47F - P] on the phone. AC was phone at 10:08 when child was unaccounted phone, child was found at 10:12am, child was back in licenced areas by 10:23am.

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

An action plan will be in placed for [47F - P] in regards to what steps to take when [47F - P] choices have escalated and is unable to self regulate. This will involve conversation with [47F - P] on where he believes is a safe place for him to run to if he is upset within licenced areas. All staff will be consulted and made aware of his plan. His family will also be involved in this process.

Photos and Evidentiary Documents

Documents to be submitted later.

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

The police were phone, however once [47F - P] was accounted for, the service cancelled the call.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	Parents contacted at 3.09pm by phone - Coordinator spoke to Father after leaving a message with mother
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	23/3/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F - Pe] had a booking for ASC but was not at the Year [47] collection point. Staff contacted [47F -] and [47F -] at 3.09pm when they could not locate [47F - Pe] on the school grounds. They informed staff that she should have been at ASC. Father confirmed that her Grandparents hadn't picked her up so OSHC staff called the Police. [47F - Person] grandmother arrived to help with the search. [47F - Pers] Grandfather called the service at 3.28pm to say she was at home with him, she had walked home. The Police were notified that she had been found at 3.30pm. The Coordinator spoke with both parents to follow up from the incident

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

As the School staff meeting occurs weekly and it is possible that the Year [4] children are not escorted to the agreed meeting place, OSHC staff will collect Year [47] children from their class room

Photos and Evidentiary Documents

SI01 Incident Reflection Tool
[47F -] 24 03 2016.pdf

[47F - Personal]

Incident Reflection Tool

SI01 Incident report and follow up
[47F - Person] 24 03 2016.pdf

[47F - Pers]

Incident Report

Name(s) of educators who witnessed the incident

[47F - Person]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	mother was contacted 31/05/2016 4:18pm - busy signal 4:20pm - busy signal 4:22pm - busy signal 4:24 - busy signal 4:26 - busy signal 4:28 - busy signal
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	31/5/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

3:50 [47F - Per] was playing with another child, when the other child wanted to go down to the oval.
3:55 - staff member radio that the child was going down to the oval, walked him to the door and watched him go down the steps, when he came back into the classroom he noted that [47F - Pe] was missing.
4:00pm [47F - Pe] was missing from the classroom, we then radio down to the staff on the oval to see if he had headed down there, and 3 staff members went to look for him.
4:15 contacted police 000
4:30 staff found him, with Police Officer. He had been with the police officer for about 10minutes

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

staff meeting to ensure supervision quality standards are met.
organise meeting with parents and school to ensure minimisation strategies are put in place.

Photos and Evidentiary Documents

Image310516081450.pdf

[47F - P] OSHC Incident report Form

Name(s) of educators who witnessed the incident

[47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Police Officer - [47F - Personal Privacy] Branch - name of officer unknown

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Kindergarten
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	12.45-1pm parents called to notify them that their child was missing.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	6/3/2015



Description of incident (including time, location, circumstances, emergency services involvement, etc)

At 12.30pm educators were cleaning up outside when they noticed that two children [47F - Personal Privacy] and [47F - Personal Privacy] (please see other SI01 for [47F - Personal Privacy] were missing. Staff searched playground and inside and children were not found. Parents were called and notified. 1.20pm Police were called and notified (000). [47F - Personal Privacy] (mother) and a [47F - Personal Privacy] Great Aunty) searched home and local parks and surrounding area by foot but did not find them. 1.20pm Educators called BOC [47F - Personal Privacy] for support. 1.25-2pm Received called from 000 services to say children were found at the local Woolworths supermarket at 12.40pm but no police had been available to pick them up. 2pm called central office and advised to fill out an SI01. 2.30pm [47F - Personal Privacy] returned to the kindergarten. 2.45pm [47F - Personal Privacy] returned to the kindergarten. 6pm OECEC [47F - Personal Privacy] was notified via phone (message left) and emailed at [47F - Personal Privacy] oecec@dete.qld.gov.au. Called 13QGOV and spoke to [47F - Personal Privacy].

Photos and Evidentiary Documents

signed incident report.pdf

Incident report [47F - Personal Privacy]

Name(s) of educators who witnessed the incident

[47F - Personal Privacy] (Co-director)
[47F - Personal Privacy] (Educator)

*Did not witness the children leave

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

000 called and requested the police. Gave names, descriptions and account of what had happened. Police officer [47F - Personal Privacy] attended. Children found at the local Woolworths at 12.40pm (approximately 800 metres away from the centre). No police available to collect children until 1.25pm

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



Notification Number: **NOT-40109702**

SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal		
Child's Gender	Male		
Child's Date of Birth	47F - Personal		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Person	Coordinator/Responsible Person) called 47F - Person (Mother) at 3.09 pm.	
Name of child's parent(s) or guardian(s)	47F - Personal		
Phone number of child's parent(s) or guardian(s)			
Date of incident	12/2/2016		



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 2.45 pm. [47F - Personal] did not arrive at the service by 3pm. At 3.00 [47F - Pers] (Coordinator/Responsible Person) called the school office to confirm he was at school. [47F -] called [47F -] (Mother) at 3.09 pm and [47F - Person] (Relative) at 3.10 pm to confirm if he was attending ASC and left a message, however the voice-mail message indicated they were overseas. At 3.16 pm [47F -] called the police to report his location unknown. [47F - Pe] notified [47F -] (Nominated Supervisor) who advised [47F -] to seek further information from the school. No further information was found. At 5.50 pm police had not made contact with the service. [47F - Pers] attempted to contact police, the station was closed. At 6.16pm [47F -] (Nominated Supervisor) sent a text message to [47F -] and [47F - P] and at 6.17 pm sent an email to [47F - P]. At 6.19 pm [47F -] sent a text message back to advise [47F - P] had been collected from school. Between 3.10 and 3.16 pm [47F -] made phone calls to other parents to confirm non-attendance. All other children were located.

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

Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care.

Photos and Evidentiary Documents

12.02.2016 - Serious Incident -
[47F - Person]

[47F - Pers]

Serious Incident

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Pers] (Coordinator/Responsible Person) contacted the police at 3.16 pm.

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Male
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy (Coordinator/Responsible Person) called 47F - Personal Privacy (Mother) and 47F - Personal Privacy (Father) multiple times between 2.55 and 4.05 pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/8/2015
Description of incident (including time, location, circumstances, emergency services involvement, etc)	At 2.45 pm the school bell rang. At 2.55 pm it was identified that 47F - Personal Privacy had not arrived for ASC. 47F - Personal Privacy Coordinator/ Responsible Person called both parents. At 2.58 pm she checked attendance at school. Educators searched the school grounds. 47F - Personal Privacy called emergency contacts listed and the parents again at 3.05 pm. At 3.15 pm 47F - Personal Privacy called the police. At 4.05 pm the police notified the service that 47F - Personal Privacy had been located at home with his grandmother.



Notification Number: **NOT-40084108**

Photos and Evidentiary
Documents

17.08.15 Serious Incident - 47F - Personal Privacy.pdf Documents

Name(s) of educators who
witnessed the incident N/A

If relevant, name and contact
details for emergency service
personnel who attended the
incident (i.e. Department of Child
Safety, Police, other Regulatory
Authorities, etc) 47F - Personal Privacy called the police at 3.15 pm.

Contact Details

Name

47F - Personal Privacy

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* Attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought. * A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	PSM attempted to contact main care giver (grandparent) several times by phone. PSM did contact Uncle, Uncle attempted to call grandparent without success. Police were called, in the meantime, uncle drove to grandparents house and confirmed 47F - Personal Privacy was with her. Police also went to grandparents home and confirmed 47F - Personal Privacy was there.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	17/8/2016



Description of incident (including time, location, circumstances, emergency services involvement, etc)

[47F - Personal Privacy] was booked to attend care, she never arrived at the service. PSM made several attempts to contact main care giver (grandparent) several times by phone. PSM did contact Uncle, Uncle attempted to call grandparent without success. Police were called, in the meantime, uncle drove to grandparents house and confirmed [47F - Personal Privacy] was with grandparent [47F - Personal Privacy]. Police also went to grandparents home and confirmed [47F - Personal Privacy] was there.

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

Reminder to all care givers to advise PSM if they need to cancel care.

Photos and Evidentiary Documents

16-08-17 [47F - Personal Privacy] 3pm.pdf Incident

Name(s) of educators who witnessed the incident

PSM [47F - Personal Privacy]

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

Contact Details

Name

[47F - Personal Privacy]

Phone Number

Email Address



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy Outside School Hours Care
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.
Child's Name	47F - Personal Privacy
Child's Gender	Female
Child's Date of Birth	47F - Personal Privacy
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	The service Coordinator rung the mother by mobile roughly after 3pm in which there was no answer so a message was left. The service Coordinator 47F - Personal Privacy and another educator 47F - Personal Privacy at the service rung all listed emergency contacts on the family enrolment form between 3.20pm-4.00pm.
Name of child's parent(s) or guardian(s)	47F - Personal Privacy
Phone number of child's parent(s) or guardian(s)	
Date of incident	26/4/2016

Description of incident (including time, location, circumstances, emergency services involvement, etc)	During sign in the service Coordinator noted that [47F -] and her brother [47F - Per] had not arrived at the service as they were booked in. [47F -] contacted the school to check their whereabouts and they confirmed both were at school. [47F -] contacted the mother but had to leave a message. He and [47F -] both proceeded to contact all listed emergency contacts roughly between 3.20-4.00pm. After getting no strong leads with where the children's whereabouts where [47F -] contacted the Police as well as his Area Coordinator at 4pm. The police arrived at the service at 5pm and documented all details of the missing children and staff members. The service was contacted by the mother and she spoke with [47F -] to let her know that she had her two children all along and that they were at swimming.
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	An email will be sent out from the service to all families addressing the importance of cancelling bookings/notifying staff with the relevant policy attached. Further to this, the service will ensure their monthly bulletin will address the cancellation policy and the process that needs to take place.
Photos and Evidentiary Documents	Documents to be submitted later.
Name(s) of educators who witnessed the incident	[47F - Personal Privacy]
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	Was not documented at the time. However the service should be able to follow up with Police Link for these details.

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal Privacy		
Child's Gender	Male		
Child's Date of Birth	47F - Pers		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	(Coordinator/Responsible Person) called 47F - Personal Privac (Mother) at 3.25 pm.		
Name of child's parent(s) or guardian(s)	47F - Personal Privacy		
Phone number of child's parent(s) or guardian(s)			
Date of incident	27/1/2016		



Description of incident (including time, location, circumstances, emergency services involvement, etc)	<p>The school bell rang at 3 pm. [47F - Personal Privacy] did not arrive at the service. At 3.10 [47F - Pers] (Coordinator/Responsible Person) called the school office to confirm he was at school. [47F -] called [47F - Perso] [47F - Pers] (Mother) at 3.25 pm to confirm if he was attending ASC and left a voice mail for her to call the service. At 3.35 pm [47F -] called the police to report his location unknown. At 4.21 pm the service was notified by [47F - Personal Privacy] was not attending the service for the After School Care session. [47F - Pers] notified the police that [47F -] had been located.</p>	
Please detail what steps were taken or will be taken to prevent or minimise this type of incident in the future	<p>Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care. Next newsletter will include expectations for parents to cancel bookings as well as details on the steps the staff take should a child not arrive for ASC.</p>	
Photos and Evidentiary Documents		
	28.01.2016 - Serious Incident [47F - Personal Privacy] Serious Incident Notification [47F - Pers] pdf	
Name(s) of educators who witnessed the incident	N/A	
If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)	[47F - Pers] (Coordinator/Responsible Person) contacted the police at 3.35 pm.	

Contact Details

Name	[47F - Personal Privacy]
Phone Number	
Email Address	



SI01 Notification of Serious 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 Serious Incident Details

Provider

Provider Name	47F - Personal Privacy
Provider Number	
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	47F - Personal Privacy OSHC
Service Approval Number	
Service Approval Status	Approved

Incident

Incident Type	* A child was missing from the service or was not able to be accounted for.		
Child's Name	47F - Personal Privacy		
Child's Gender	Male		
Child's Date of Birth	28/12/2007		
Please detail what steps were taken to ensure parents were notified as soon as practicable, including time, date and nature of notification	47F - Personal Privacy	Coordinator/Responsible Person) called	47F - Personal Privacy
Name of child's parent(s) or guardian(s)	47F - Personal Privacy		
Phone number of child's parent(s) or guardian(s)	47F - Personal Privacy		
Date of incident	27/1/2016		



Description of incident (including time, location, circumstances, emergency services involvement, etc)

The school bell rang at 3 pm. [47F - Personal F] did not arrive at the service. At 3.10 [47F - Per] (Coordinator/Responsible Person) called the school office to confirm he was at school. [47F -] called [47F - Personal F] (Mother) at 3.25 pm to confirm if he was attending ASC and left a voice mail for her to call the service. At 3.35 pm [47F -] called the police to report his location unknown. At 4.27 pm the service was notified by [47F -] that [47F -] was not attending the service for the After School Care session. [47F - Pers] notified the police that [47F -] had been located.

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

Staff are continuing to ask parents to cancel bookings or advise the service if their child is not attending care. Next newsletter will include expectations for parents to cancel bookings as well as details on the steps the staff take should a child not arrive for ASC.

Photos and Evidentiary Documents

28.01.2016 - Serious Incident [47F - Per]
[47F - Personal F]

Serious Incident Notification

Name(s) of educators who witnessed the incident

N/A

If relevant, name and contact details for emergency service personnel who attended the incident (i.e. Department of Child Safety, Police, other Regulatory Authorities, etc)

[47F - Pers] (Coordinator/Responsible Person) contacted the police at 3.35 pm.

Contact Details

Name

Phone Number

Email Address

[47F - Personal Privacy]