



213A
EDU

C01 Notification of Complaint

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 Complaints

Provider

Provider Name	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Anglicare at Franklin Early Childhood School
Service Approval Number	SE-00014231
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 P03 P03 P03 P03



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

Monday 04/07/2022

The centre received an email from **P01** in relation to a bruise on **P01**' face on Friday afternoon after he had been collected from the centre. (email attached).

Immediate action taken: **P01** Educational Leader had seen the email and immediately went to the classroom to follow up with the educators. Once **P01** had gathered information it was reported to **P01** to pass on the information. **P01** responded to the families email (email attached) From there **P01** **P01**, Assistant Director took over and followed up with the educators as well as contacted **P01** by phone and email.

Please see all email correspondence attached.
Further details of incident and immediate action taken recorded within ISOPRO Report (Attached)

Further action

P01 spoke to the educators in the classroom to outline the importance of completing incident/injury reports even if there is no visible injury straight away as well as contacting the family verbally by phone.

P01 **P01** (Educational Leader) will be meeting with each classroom to discuss the injury/incident reporting policy and procedure to ensure all staff are aware of their responsibilities. Example reports will be used to ensure all staff are confident and competent with completing these reports.

As a further measure, Anglicare is currently in the process of completing workplace inductions with all staff to ensure every person has current knowledge and sound understanding of Anglicares policies and procedures.

Please upload any relevant documentation

emails.pdf	Email correspondance between Anglicare Leadership & P01
Injury report.pdf	Anglicare Injury report
ISOPRO-Form_Record-28266.pdf	ISOPRO Internal report

Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01

Submitted By: **P01** **P01**



ACT
Government
Education

Notification Number: **NOT-40736758**
Date generated: 05/07/2022