



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 Southern Cross ECS
Service Approval Number	SE-00011292
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 P01 P03 P03 P01 P01 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

On 12/1/23, **P01 P01** (mother of **P01 P01** - 4y 6m) called Anglicare at Southern Cross Early Childhood School after collecting **P01** from care. She said that **P01** had told her that his "new teacher had pinched him" and that is why he had a sad day, so **P01** phone to discuss it with the service, **P01** - Centre Administrator) attended the call and she asked **P01** to mail through photos so she could pass them along to me, **P01** (Assistant Director).

P01 P01 (parent) emailed through pictures of **P01**'s side torso and inside of his **P05** showing red marks. **P01** Centre Administrator supported **P01 P01** (parent) via phone and email to ensure family's wellbeing.

Steps Taken:

We communicated with our ECEC Manager, **P01 P01** to discuss the complaint and incident

We held initial conversations with the team that worked in **P01**'s room to see if anyone could identify an incident where **P01** was pinched or could have been hurt through the day.

A further initial interview was conducted with **P01 P01** the new educator in the room.

ECEC Manager emailed the family to let them know we would begin to investigate the incident and take appropriate action.

P01 P01 contacted **P01** and **P01** on 13.1.23 to discuss the investigation and steps moving forward.

A meeting with the family, **P01** (NS) and **P01 P01** (Manager) has been set up for Wed 18.1.23 at 9.30am to discuss investigation update and strategies we can put in place to ensure **P01** is safe while attending with us.

Managers will have further discussions with the team on 16.1.23
A risk assessment to ascertain if any staff should be suspended pending the investigation has begun and will be finalised on Monday 16.1.23

There are potentially two (2) staff that **P01** has identified that could be the person of interest in the allegation. Further investigation is required to ascertain this with more certainty.

Please upload any relevant documentation

12.1.23 Photo 1.jpg	12.1.23 Photo 1.jpg
12.1.23 Photo 2.jpg	12.1.23 Photo 2.jpg
12.1.23 Photo 3.jpg	12.1.23 Photo 3.jpg
12.1.23 Photo 4.jpg	12.1.23 Photo 4.jpg
12.1.23 Photo 5.jpg	12.1.23 Photo 5.jpg
12.1.23 Photo 6.jpg	12.1.23 Photo 6.jpg
13.1.23 photo 1.jpg	13.1.23 photo 1.jpg
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ANGLICARE - Incident Report 30356.pdf	ANGLICARE - Incident Report 30356.pdf
P01 Email 1.pdf	P01 Email 1.pdf
P01 Email 2.pdf	P01 Email 2.pdf
P01 Email 3.pdf	P01 Email 3.pdf
P01 Email 4.pdf	P01 Email 4.pdf
Notes from Meeting with P01 pdf	Notes from Meeting with P01 pdf
Record of educators working directly with children.pdf	Record of educators working directly with children.pdf
Responsible Person Sign in sheet.pdf	Responsible Person Sign in sheet.pdf
P01 Email 1.pdf	P01 Email 1.pdf
P01 P01 Statement.pdf	P01 P01 Statement.pdf

Child Details

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

Contact Details

Name	P01
Phone Number	P03
Email Address	P03