



**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:<br>- Complainant name and contact details  | <b>P01</b> (father)<br>Ph: <b>P03</b><br>E: <b>P03</b> |



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 Wednesday 9th March 2022, I was notified that we had a staff member receive a positive covid-19 test result via PCR test. The usual procedure was carried out, ECEC managers were notified, CECA was notified and the report was completed and letters were sent to the families and children connected to the case.

Upon coming to collect his child, one of the fathers- **P01** expressed his concerns to me stating he had seen a staff member sneeze and have a running nose whilst working in the center. He asked me if this educator was the positive case. I informed him that I would not be able to confirm whether the case was from a child or a staff member and tried to assure him and explain our covid safe procedures we have in place at the centre. He was heightened and quite loud and abruptly left the conversation to collect his son.

Later that day I received an email from him further raising his concerns (email thread attached).

**P01** main points of concern are;

- A staff member had travelled within Australia
- The staff member that travelled had sneezed and had a running nose that he observed.

**P01** had been on leave the week prior to testing positive, she had also been on personal leave due to injuring herself. **P01** was in the centre for a full shift (9:30-6) on Monday 7/3/22 and worked Tuesday 8/3/22 9:30- 2pm when she started to feel unwell. As soon as she started to feel unwell she reported this to **P01** (Assistant Director) and immediately stopped work to go home and test.

#### Action taken

I had tried to resolve the concerns on the spot as they were brought up to me. **P01** left the conversation and later sent an email which I had again tried to address his concerns.

After not being able to come to a resolution myself with the parent, I escalated the issue to **P01** for further investigation. **P01** has had email correspondence with **P01** (as attached).

Due to the nature of his complaint, a CECA report will also be completed for further investigation.

Please upload any relevant documentation

|                                      |                                                                |
|--------------------------------------|----------------------------------------------------------------|
| ANGLICARE - Incident Report26675.pdf | Anglicare internal ISOPRO report                               |
| Email correspondance.pdf             | Email correspondence between Anglicare & <b>P01</b> <b>P01</b> |
| <b>P01</b> health declaration.pdf    | Health declaration- <b>P01</b>                                 |

## Child Details

|                       |            |
|-----------------------|------------|
| Child's Name          | <b>P01</b> |
| Child's Gender        | Male       |
| Child's Date of Birth | <b>P02</b> |

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



## Contact Details

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