



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	Anglicare Canberra and Goulburn
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 P01P01
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	Complaint emailed by P01 P01 Received 24/11/2023 Yesterday morning when I was dropping P01 to Munjawari, I let P01 do a few laps around the bike track. While we were there I could hear P01 raising her voice at the children inside about sitting down and being quiet. Once P01 had finished her laps we went inside to put her things away. When we first walked in P01 had a drum and was telling the children that they needed to listen to the teacher and it wasn't very nice not to listen to her. She then told them to repeat the drumming she was doing by clapping. When we came back in from the corridor most of the children had gone outside with other educators, but 4 or 5 were still inside with P01. I asked another educator if P01 could go into the quiet space and they opened up the back area for her, then went back outside. With no other adults I stayed with P01 in the back for a minute or so where I could hear P01 yelling at the children about standing in line and listening to the teacher. P01 then through what I assume was gritted teeth said in

Submitted By: P01



a very angry way "stop it" and "listen". P01 said a number of times in the back room "mummy don't go. I just want to stay with you".

At that point I walked out with P01 to take her home and when I walked past, P01 was again yelling at one of the girls about not listening to her. The girl started to cry and said she couldn't find her hat and P01 bent down in her face and mocked her with fake crying and said "well are we going to cry about it?" I stepped in and said to P01 that it wasn't ok, the children are 3 or 4 years old and she would need to be kinder to them. I'm unsure if P01 knew that I had been in the room the whole time but she glanced up and said "oh sorry, sorry" and I walked away.

As I was leaving the room P01 asked if P01 was unwell and I said "no, she's scared". And when P01 asked what she was scared of I said "an adult, you". P01 looked as though she was going to walk out of the room with me and I told her not to follow me and then closed the door.

When I spoke with P01 afterwards about how she felt around P01, P01 told me she is "mean", "talks mean" and "talks loud". She told me that P01 had told P01 "to come here" and "when P01 didn't P01 talked angry and mean and P01 cried".

As I mentioned on the phone, this isn't the first time I've been uncomfortable with the way P01 has responded to children in the room, but yesterday has made me very sure that P01, and the other children, are not safe in a room where P01 is.

I understand the staffing pressures at the moment, and that processes around concerns like this take time, so as I said on the phone we have arranged to have P01 home today if P01 will be working. If the proper process means P01 will be at work next week or in the future, we would appreciate knowing as P01 won't be at care while she is employed by the centre.

Thanks again for following this up, and we appreciate the support. I know this is one educator and that the centre has worked hard to build the community it has. One educator's poor behaviour doesn't mean we have lost any confidence in the way the others we know care for the children.

Thanks

P01

Management have decided that P01 will be terminated. This meeting will take place on Wednesday 29/11/23

Please upload any relevant documentation



Child Details

Child's Name
Child's Gender
Child's Date of Birth

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03