



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	Baringa Childcare Centre Incorporated
Provider Number	PR-00005806
Provider Approval Status	Approved

Service

Service Legal Entity Name	Baringa Childcare Centre Incorporated
Service Trading Name	Baringa Early Learning Centre
Service Approval Number	SE-00009748
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	<p>P01 P01</p> <p>P03</p> <p>P01</p> <p>P01 P01</p> <p>P03</p> <p>P03</p>
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	<p>DATE COMPLAINT RECEIVED: Thursday, 7 September 2023</p> <p>WRITTEN COMPLAINT: From: P01 P01 &lt;P03 &gt; Sent: Thursday, September 7, 2023 10:09 AM To: Baringa Early Learning Centre &lt;P03 &gt; Cc: P01P01 &lt;P01 &gt; &lt;P01 &gt; Subject: Incident on Wednesday 6 September 2023</p> <p>Dear P01,</p> <p>I'm writing to raise my concerns and seek a timely response to an incident that occurred while picking up P01 from Baringa yesterday afternoon, Wednesday 6 September 2023.</p>



When I arrived, there were two educators in the room. I was told that **P01** had a good day and she was outside. I went outside but couldn't see her, and was then told she was in the big playground. The educator and I then went to the big playground and still could not find her. The educator who was looking for her with me asked everyone who was outside, and no one knew where she was. I was then told she was in the other babies room. We went back inside and asked the educators in both rooms, and again, no one knew where she was.

She was eventually found by a young man that I hadn't met before, in the sleep room, visibly distressed. He opened the door and said "is this her?" as she was standing in her cot screaming.

I'm worried that she was left unchecked in the sleep room for a long period of time, potentially awake and upset for who knows how long. I was told that they check every 15 minutes, however I don't believe this occurred. If they were checking on her as they said, they would have known where she was and not told me three different locations while we were searching for her. **P01** usually sleeps for 1.5 hours **P01** at childcare, so for her to sleep what would've been more than 3.5 hours is incredibly unusual. I had forgotten something after I left, and when I went back in the room I heard an educator talking about what had happened, and she appeared to be fixing the sleep sheet.

Regardless of whether she had a long sleep or not, the educators did not know where **P01** was at the time of pickup. It took far too long to find her, approximately ten minutes. What if she were hurt? What if there were a fire drill? I understand that educators are supervising numerous children, however for her to be unaccounted for is unacceptable.

I would like to organise a meeting to discuss the following:

1. What is the policy and procedure for sleep checks?
2. What time she was put to sleep?
3. When was the last sleep check performed?
4. Before **P01**, when was the last child checked? This is important because I believe the sleep sheets were fixed after the fact.
5. How are you accounting for children throughout the day?
6. What will be done to ensure this does not happen again to **P01**, or another child?

I would like to stress that I'm extremely empathetic to the fact that the educators, particularly the melaleuca educators, are currently going through an extremely difficult time and we have been so happy with **P01**'s care up until this point. She is always happy to attend and loves her educators, but again, this is unacceptable and we're incredibly upset.

In addition to a meeting to discuss the above, we are also requesting an incident report be completed.

Thank you,
P01 and **P01 P01**

STEPS TAKEN:

Immediate Response: Upon receiving the complaint, **P01 P01** the Centre Director & Nominated Supervisor called **P01** to acknowledge the receipt of the email. This was followed by an email response.

Information Gathering: An information gathering process was initiated



as per centre's Grievance Policy.

Meeting with Parents: A meeting was then set between the centre and the parents for Friday, 8 September in person with P01 and P01. Their concerns and perspectives regarding the incident was heard. Provide an opportunity for open and empathetic communication. We informed them that we have planned for meetings to occur next Monday 11 September because we wanted to meet with team after we have met with them (the parents). We also referred them to ACT Regulatory Authority (CECA) to submit a complaint at any point during the information gathering process because we understand they may want to have something sooner than the timeframes set out by Baringa.

Meeting with staff: Meetings with staff members present during the incident to understand their perspectives occurred on Monday 11 September. The team each provided their perspective of the incident first then was provided with the feedback from the family.

Review of Information: Examination of each staff member were reviewed.

Recommendation Report: Based on the findings of the internal review, we drafted a comprehensive recommendation report, which includes:

*A summary of the incident and potential concerns that led to the misunderstanding/

*Recommendations for improvements

*A commitment to taking corrective actions

ACTIONS PLANNED:

- Plan meeting with P01 & P01 to share the information gathered and next steps
- Plan meeting with each of the staff member present on the day of incident in the room
- Implement next steps

Please upload any relevant documentation

230907	P01	File Note.pdf	P01	File Note
230907	P01	File Note.pdf	P01	File Note
230907	P01	File Note.pdf	P01	File Note
230907		Email from P01 and P01.pdf		Initial Email from the family
230907	P01	File Note.pdf	P01	File Note
230908		Admin to P01 (8Sep).pdf		Correspondence with families
230908	P01	File Note.jpeg	P01	File Note
230913	P01	Email Trail.pdf	P01	Email Trail
230913	P01	Email Trail.pdf	P01	Email Trail
230913	P01	Email Trail.pdf	P01	Email Trail
230913	P01	Email Trail.pdf	P01	Email Trail



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03