



**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            | Capital Region Community Service Limited |
| Provider Number          | PR-00005807                              |
| Provider Approval Status | Approved                                 |

#### Service

|                           |                                    |
|---------------------------|------------------------------------|
| Service Legal Entity Name |                                    |
| Service Trading Name      | Ginninderra Early Childhood Centre |
| Service Approval Number   | SE-00009778                        |
| 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                                                                                                                                                                                                                         | <p>P01 P01</p> <p>P03</p> <p>P01 P01</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | <p>P01 has been in attendance in the Nursery room at Ginninderra since November 2021. She is currently fourteen months of age. Her booking has ranged from two to three days per week. Recently, her mother, P01, has advised that she is attending another service on other days during the week, and there was some confusion around her bookings, which was resolved on Wednesday 24 August through a conversation with P01 P01 from our Children's Services Admin Team (CSAT). On that day she raised both with myself and with P01 repeatedly her concern that P01 contracted gastroenteritis from our centre. P01 also mentioned that P01 definitely gets unwell from the centre and questioned why parents are not notified about illness in order for her to make an informed decision about bringing P01 in, and also stated that children who were attending the service were 'not well enough to be there', and stated that she had not raised this with me as the director, as these children were my relatives. She questioned P01 as to why she wasn't informed that these illnesses were present in the centre via emails sent out to families so that they can avoid sickness.</p> <p>Following up with this conversation, I wanted to address P01's concerns at GECC today 29th of Aug 2022.</p> |

Submitted By: P01P01



When **P01** came in to drop **P01** off (29th of Aug) I was aware that **P01** was on the floor for quite some time as she normally lingers and has a tendency to have conversations with educators on the floor for quite some time.

After dropping **P01** she had then caught up with another educator from the toddlers space and seemed to be talking to this educator for a longer period of time, I interrupted the conversation to ask if she could come in to the office to have a quick chat as this educator was supervising a child in the bathroom. **P01** responded and said "I will come there after this". And proceeded to continue talking to the educator for another 5 minutes or so, I then interrupted the conversation again as a child who was booked in for an orientation had arrived for the toddlers and only then was **P01** were able to be drawn away from the conversation.

After the conversation was interrupted **P01** came into the office, I mentioned to her that she had concerns that I was unaware of until my conversation with **P01** from the 24th of Aug.

**P01** advised that she did have concerns around lots of things, which I then asked if she could advise this with me so that I can address and support her with her concerns;

- communication between the director to families addressing illnesses with in the centre and not sending emails to notify families in comparison to a previous employee who was the acting director at the time. I mentioned to her that the confirmed illnesses she had concerns around was only one confirmed case (one of gastroenteritis and one of RSV, both for **P01**) and was not an outbreak as per ACT Health Guidelines or those in Staying Healthy in Child Care.
- She questioned whether this was in line with our infectious illness policies and I confirmed this was the case. I advised her that her daughter was the only child in the centre that was a confirmed case in both instances, and not yet notifiable as **P01** was the only confirmed case at that time.

During this conversation, **P01** raised other concerns regarding staff turnover, seemingly surprised when I confirmed the low number of educators who have moved on since April 2022, believing this number to be higher, the number of stories about **P01** on Storypark, and educator burnout, which we are managing with our reduced hours and the engagement of new qualified educators at the centre.

After our conversation, **P01** still did not seem satisfied and at ease with my responses, stating that if she could pull **P01** out of GECC she would, but it was not her preference to do so and things she would like from me for a follow up would be:

Supporting **P01**'s routine engagement  
Challenging environment for **P01**  
More communication  
Scaffolding learning developments for **P01**

This seems at odds with what had been her primary concerns in our initial conversation, regarding our approach to infection control.

(next section about proposed actions)

Moving forward, our Manager Education and Care, **P01** - **P01** will contact **P01** today to hear her concerns and let her know that we will be taking the following actions in future:



1. Notifying families through the Storypark app when we have single diagnosed cases of illness in the centre, in addition to posted notices within the centre;
2. Continuing to follow our infection control procedures and safe work guidelines related to infection control;
3. Ensuring that we continue to follow our Covid-19 safe plan to ensure ongoing health and safety in relation to the pandemic.

She will also inform **P01** that we have been in contact with ACT Health and received confirmation that the course of action that we have taken to date has been appropriate given the circumstances.

Please upload any relevant documentation

|                      |       |
|----------------------|-------|
| Notes <b>P01</b> pdf | Notes |
| Notes <b>P01</b> pdf | Notes |

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

**P01P01**

Phone Number

**P03**

Email Address

**P01P01**