



I01 Notification of Incident

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 Incident

Provider

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|--------------------------|--------------------------------------|
| Provider Name | GUNGAHLIN MONTESSORI ACADEMY PTY LTD |
| Provider Number | PR-40017814 |
| Provider Approval Status | Approved |

Service

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|---------------------------|------------------------------|
| Service Legal Entity Name | |
| Service Trading Name | Gungahlin Montessori Academy |
| Service Approval Number | SE-40020141 |
| Service Approval Status | Approved |

Incident Details

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| Incident Type | Reg 175-An allegation of physical or sexual abuse of a child or children at the service (other than an allegation raised as a formal complaint) |
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Please supply the following information:

- Detailed description of the incident including nature of risk, cause etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)
- Action taken by Approved Provider to manage the risk
- Any other relevant information

Today P01 P01 (P01) and daughter P01 P01 arrived at Gungahlin Montessori Academy for orientation at 10:30am. Upon arrival P01 was greeted by our kitchen hand who opened the door / building for her as NS P01 was currently conducting a family service tour. Educator P01 then greeted P01 and P01 and walked them down to our Toddler (2-3 Room) where room leader P01 P01 was with other children and another orientating family.

Once NS had completed her tour she jumped onto the floor to assist the infant room educators as children were unsettled some being their first day. During this time P01 mentioned to P01 to take her Toddlers into the simulated play space as it was too overwhelming for children outside all together. P01 then stayed with infants greeting and communicating with parents during drop off times.

Whilst outside P01 received a text then a call from P01 saying P01 wanted to speak to me. On that note I excused myself from the infants and let them know I had a child with me as she was happy holding my hand. I then approached P01 and P01 who were at the indoor sandpit area where we discussed the menu and P01 had some concerns saying P01 was unattentive to the children especially if they were upset. P01 explained she wasn't having a very good orientation experience.

I walked over grabbed my menu that was up on display in the foyer and took it back to P01 explaining the different menu's as we have 3 - Puree, Main and Alternative. I mentioned each Friday I put them up on our Keptme app for parents and families to see what their children will be eating when here the following week.

After this I went to walk away when P01 mentioned P01 had told her that even if children don't sleep they stay on their beds. I then responded with children are offered quiet activities, beds if necessary or book corner. I approached P01 to clarify P01's statement when P01 mentioning that if children don't sleep yes quiet activities. P01 then responded with you tell me one thing she says another. I apologised if she felt she was getting conflicting messages.

I returned to the infant room and on my way out P01 and P01 were leaving the orientation. I could see P01 was visibly upset. I asked if she was okay and her response was she didn't think she could leave P01 with P01, she didn't attend to children, she was caring, her approach talking to the children was abrupt and if someone spoke to or grabbed her child she would be shattered. I said grabbed and P01 responded that P01 grabbed a child by the arm and made them sit down. I told her I would follow this up with P01 and my AM.

Around 12pm P01 and P01 returned to the service saying that she had spoken to her partner and P01 dad P01 and he was very upset and that they didn't think P01 would be attending with "that woman" (referring to P01 and that dad wanted me to contact him.

I asked for P01's contact number in which P01 gave it to me, I rang P01 we got a bad line so he asked me to call him back in which I did promptly. He explained he was not happy P01 had already had anxiety about putting P01 into care but after her tour and interactions with myself and P01 she felt comfortable but she didn't have a great experience with the orientation. He asked if P01 was qualified I responded yes and tomorrow she would have another educator with her. He went on to mention about P01 grabbing a child forcefully in which he was disgusted by. I said I needed to follow this up with my area manager and management structure as we have policies and procedures in place for everything. P01 kept saying I dont think she will be coming back. I said I was saddened to hear that but under the circumstances I could understand.

I got off the phone and P01 said "See his not happy" I agreed and she said she didn't know if P01 would be back she would have to talk to her husband.

Incident date

15/03/2021

Submitted By: P01 P01



This notification meets the requirements of the Education & Care Services National Law. You may also be required to notify the incident under your state or territory child protection law.

Please upload any relevant documentation

| | |
|---|-----------------------------------|
| Child Concern Report - P01 P01.pdf | Report |
| Complaint against P01 P01.docx | Video Footage Acknowledgement |
| P01 P01 Witness Statement.pdf | Witness Statement from Educator |
| Thank you for submitting Child Concern Report at Access Canberra.docx | Receipt of Notification of Report |

Contact Details

| | |
|---------------|---------|
| Name | P01 P01 |
| Phone Number | P03 |
| Email Address | P03 |