



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	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	Complainant name: P01 P01 Contact Details: P03 ; P03



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

Date complaint received: 25 September 2023

Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc): Refer to email attached dated 25/9/23 6.46pm

Steps taken / actions planned by approved provider in response to the complaint:

As per usual internal processes within the service, Centre Director, **P01 P01** and the child's Team Leader spoke to the parent via phone the following day (26/9/23) and followed up with an email. Information is being gathered internally, including staff file notes, the child's room daily routine documentation and background information on the child. The internal information gathering process will be completed with a Management Incident Summary Report.

In this instance, the child was referred to the service through the ACT Education Directorate's Three-Year-Old Initiative. The child commenced enrolment at the service on 4/9/23. To date, the child has attended a total of 7 days at the service. The matter has been escalated to the relevant Policy Area within the Directorate. Baringa Executive Officer, **P01 P01**, Centre Director, **P01 P01** and the child's Team Leader had a meeting with the Early Childhood Policy Director, **P01 P01** and Early Childhood Community Coordinator, **P01 P01** on 29/9/23.

The email attached dated 25/9/23 included a video recorded by the parent of the child. The footage was of the child not wearing underwear. The parent sent this video to three staff members of the service. Based on information gathered to date, Executive Officer, **P01 P01** has reasonable grounds to believe the incident occurred in the home, and a such will be making a Mandatory Report to Children and Youth Protection Services (CYPS).

Baringa can provide further information to CECA including at completion of the internal information gathering process.

Please upload any relevant documentation

230925 **P01**

Email.pdf

Complainant Email

Child Details

Child's Name

P01 P01

Child's Gender

Female

Child's Date of Birth

P01

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03

Submitted By: **P01 P01**