



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	Little Learning Australia
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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>Mobile: P03</p> <p>Email: P01P01</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

On Thursday 26 September 2024, Guardian Childcare & Education Forde received an email from P01P01, Solicitor on behalf of parent, P01P01, and mother of P01 (P02) who up until recently, attended Guardian Childcare & Education Forde. It is believed P01P01 reported an incident of sexual offence against her son perpetrated by P01, an educator employed by Guardian Childcare & Education Forde. The child disclosed the details of this incident to his parents. P01 and P01P01 reported the incident to ACT Police, and we understand that the case officer, P01 P01 from the Sexual Assault and Child Abuse Team (SACAT) attended Guardian Childcare & Education Forde and questioned members of staff.

During the visit, P01 P01 from the Sexual Assault and Child Abuse Team (SACAT) did not disclose the allegations made against the team member. The officer was asked by the Nominated Supervisor, P01 P01 and Portfolio Manager, P01 P01, during his visit if there was any immediate risk to ensure actions were taken immediately such as stand down requirement as part of the investigation by the service and Approved Provider. P01 P01 commented that no immediate risk was posed to the children and further information will be provided as soon as possible. A notification in relation to the initial visit was submitted through the portal (NOT-00060011). Additionally, on 5 August 2024 P01 P01 attended the centre, the reason for his visit was to sight some documents and transfer some files to a USB. The files transferred were educator logs that were too large to send via email.

Guardian Childcare & Education Forde will continue to gather further information in relation to this allegation and further information will be provided as soon as available.

Please upload any relevant documentation

Email Forde.docx	Email from Solicitor
05th August Third Party Contact Log Guardian Forde.pdf	Third party form

Contact Details

Name	Guardian Early Learning Group
Phone Number	P03
Email Address	P03