



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Majura Early Childhood Centre
Service Approval Number	SE-00009809
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: - Complainant name and contact details	P01 P01 P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 and P01 P01 P02 Female
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	When I arrived at the centre, P01 (P01 Assistant Director) informed me that P01 and P01's Mum, P01 wished to speak with me in regards to an injury P01 sustained the week before. P01 let me know that P01 believed that the injury was caused by P01 P01, in a moment when he was having difficulty managing his emotions which was detailed in Notification 40471963 on the 15th of September 2020. I called P01P01 later that morning, and asked her to talk me through her concerns. A record of conversation will be attached with a more detailed recount of the conversation, however she informed me that P01 had come home from the centre on the afternoon of the Tuesday stating that her ear was sore as P01 had hit her with a block. P01 believed that the educators were not aware that P01's ear

Submitted By: **P01** **P01**



was hurt as the team are normally extremely proactive with filling out incident forms even for particularly minor injuries. I explained to P01 that prior to calling her, I had confirmed with the team that P01 had not let them know that her ear was injured, and P01 and I hypothesised that this may have been because she was scared or upset. I explained to P01 that I could not discuss specific children due to privacy, however I could share with her the range of strategies that we currently have in place to keep all children safe and support children with the range of emotions that they experience. P01 expressed her concern that she does not feel as though her children are safe at the centre, and that she and her partner were considering withdrawing their children from the centre. After a lengthy discussion, I assured P01 that we are looking at a range of options in terms of additional support for children who may be exhibiting challenging behaviours, and we agreed that we would check in with one another over the next day or so.

Later that afternoon, I received the following email from P01
From: P01P01 <P03 >
Sent: Monday, 21 September 2020 12:40 PM
To: P01 P01 <P01 >
Subject: P01 P01 ear injury

Hi P01

Thanks for your call earlier.

Please see attached the photo of P01's ear that was taken Wednesday.

You can also see the redness on her head from the same incident. She was struck with a wooden block (from the block room) during the incident on Tuesday. P01 has been complaining of soreness since that time. It is healing well, but as discussed during our call, P01 and I feel we have reached the end of the line in tolerating this behaviour, given the escalation of violence that resulted in this incident. As we also discussed, there have been nightmares and an aversion to going to school which has never been the case for P01 who loves Majura, her friends, and all her wonderful teachers. P01 was also slapped on the arm, but there was no visible damage from this incident.

I hope you can see from our call that I understand how difficult and frustrating this issue continues to be for you and for all your team, and P01 and I both know you are all doing all you can. However, as a parent with two children in the preschool room, I truly hope you are being empowered to decide when you it is reasonable to consider that you have exhausted all the avenues of support and what it would take before you can consider alternatives for the safety of so many children and staff in a confined space.

We have had a long standing and wonderful relationship with Majura. P01 has worked so hard with and for our girls and all the children in that room and we think she is outstanding. We feel it would not be reasonable for our girls to have to cut short their time at the Centre, with all the emotion and difficulty that will cause our family, because of a fundamental and known safety issue. P01 and I both know you have already tried to support / manage this issue for so long. As you know, this is not the first time our girls have been directly involved, we have had to tolerate a range of incidents of less severe nature (but always physical and often resulting in injury). We know over these last 18 months how hard you have all been working to prevent these incidents. That's why, for us, it is no longer feasible or reasonable to have to continue that same intensive support when the situation has deteriorated so markedly. At this time, I don't feel confident that there will be a rapid resolution of the safety issue, apart from exclusion (in the

short or long term) for the safety of everyone involved.

I look forward to discussing the aspects that we can, such as plans for my girls, and I do understand once again how much of a challenge this is for you and your team.

I'll be in touch soon,

Thanks **P01**

P01

After receiving this email from **P01** I gave her a call to discuss what she had raised in her email, particularly in regards to the exclusion of a child/children. I explained to **P01** that although we are exploring a range of different options/support in regards to supporting children who are demonstrating challenging behaviours, that exclusion is not an avenue that we would be going down. I explained that exclusion was not in keeping with our philosophy, and that I understand that this may not be the answer she is looking for in terms of easing the stress she feels about her daughters safety at the centre.

I explained to **P01** that I would be notifying our Regulatory Authority CECA of her concerns, and I offered to share CECA's contact details with her too. **P01** accepted my offer to send her CECA's details, and I explained that I would email them through shortly. The record of conversation from this conversation will also be attached.

As mentioned in the previous Notification from the incident on the 15th of September, we are currently supporting a child through some challenging behaviours in response to some big emotions that he is experiencing. In response to the strategies outlined in the initial notification, the following steps have been taken/will be taken:

- I met with the family of the child who is currently engaging in these particularly challenging behaviors to discuss any potential triggers, and work together as a united front to come up with some strategies that we can use both at home and in the centre. The family was also offered the contact details to the ACT Child and Family Centre, and they advised that they would be reaching out to this service for support.

- Northside has organised an additional session with the clinical psychologist that we work alongside with, **P01P01**, so **P01** and I can discuss some additional strategies that may be helpful in supporting both the child engaging in these behaviours, as well as children who may be feeling stressed/ being injured by these behaviours.

- At the suggestion of Janine from CECA, I will be contacting the ACT Senior Practitioner to gain some additional support in terms of strategies that may be useful to support children.

I will be submitting the Records of Conversation as additional information on the 22/09/20.

Please upload any relevant documentation

Contact Details

Submitted By: **P01 P01**



ACT
Government
Education

Notification Number: **NOT-40473292**
Date generated: 21/09/2020

Name	P01 P01
Phone Number	P03
Email Address	P01

Submitted By: P01 P01