



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	Geppetto Education Pty Ltd
Provider Number	PR-40019624
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Pinocchio Early Learning Centre Curtin
Service Approval Number	SE-40016969
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
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	28/03/2022 Overview / Background There is a current Family Court Order in place (attached) which was provided to the centre on November 1 via email from P01 . P01 contacted the service requesting the opportunity to visit P01 at the centre. An arrangement was put in place in early November 2021 at the service for P01 to visit P01 on the days she attend, Monday and Tuesday. Both parents agreed to this arrangement and the service worked closely with P01 to ensure that the regular visits supported P01 's wellbeing. The arrangement was based on P01 's usual arrival time of somewhere between 8:30am and 9:00am. P01 visited the centre on a number of occasions during the months of November and December 2021 for short periods of time, usually 30 - 35 minutes. During these visits P01 was never left alone/unsupervised with P01 or any other child in the group. Room educators reported P01 separated well from her father during these visits and appeared to enjoy the time with her father.

Submitted By: **P01P01**



Summary of Complaint

P01 raised concerns about her own safety and that of her child (**P01**) after an unexpected interaction with **P01**'s father (**P01**) in the centre carpark yesterday morning at drop off (Monday 28.03.22). The service is aware that there is a family violence order in place between **P01** and **P01**.

Unfortunately yesterday morning **P01** arrived at the centre at around 9:02am before **P01** had been dropped off by her mother.

P01 was informed that **P01** had not arrived and that the nominated supervisor would contact him once she was signed in and settled in the room. CCTV footage shows **P01** returned to his car but did not leave the carpark. At approximately 9:13am **P01** pulled into a carpark close to where **P01** was parked.

There does not appear to be any interaction between the two parties, however **P01** did express her shock to see him at the centre. After the initial phone conversation the nominated supervisor offered to meet with **P01** that afternoon at pick up to discuss her concerns in more detail.

The nominated supervisor and assistant director met with **P01** at around 5:30pm to discuss in more detail her concerns around her personal safety.

P01 requested that **P01** not visit **P01** at the centre anymore because an updated court order outlined more visits between **P01** and her father. When **P01** (**P01** assistant director) requested a copy of the new order **P01** explained that it had not yet been signed off on but that both **P01** and **P01** were following the new arrangements. **P01** did explain that we were obligated to follow the current orders until a new order was received.

Nominated supervisor explained the services open door policy was being followed and reassured **P01** that if the service had any concerns around **P01**'s safety and well-being as a result of the visits from **P01** the visits would cease immediately in line with our policies and procedures and our obligations under the National Regulations (157) and National Law (167).

On Tuesday morning 29.03.22 the nominated supervisor and assistant director met again with **P01** to discuss her concerns.

The nominated supervisor explained that they were obligated to follow the current court order which stipulates both parents are at liberty to attend the service and receive any information relating to **P01**'s education and care.

P01 explained that she interpreted the court order differently and that based on the pre-arranged visits with **P01** outlined in the order (Thursday 4-7 and Sunday 9-5) he should not be allowed to visit her at the centre on the days that **P01** is in **P01**'s care.

I explained that I had spoken to CECA and received the advice that I was obliged to follow the court order and she suggested that the document was 'open to interpretation'.

Nominated supervisor reiterated that we only have **P01**'s best interests at heart and that if for any reason the service felt **P01**'s safety or well being was compromised the visits would stop.

P01 advised that she had also made contact with CECA and the meeting ended on a positive note with **P01** thanking the service for their support over the past few months, particularly regular meetings that have occurred (both formal and informal).

Steps Taken / Actions Planned

Nominated supervisor spoke to CECA Authorised Officer this morning, seeking advice and clarification.

A follow up conversation with CECA outlined the process for notifying a complaint through the NQSITS.

P01 advised that she would be taking the matter to her solicitor to amended the court order.



Nominated supervisor and assistant director / educational leader have completed a risk assessment to mitigate the risk of interactions between **P01** and **P01** in the carpark. We are currently reviewing our open door policy in light of this complaint. Our current policy is attached for your records. The service will continue to monitor the safety and wellbeing of **P01** while she attends the centre.

Please upload any relevant documentation

Discussion Notes.pdf	Discussion Notes / Meeting Documentation
Email Correspondance.pdf	Email Correspondence
Family Court Order.pdf	Family Court Order
Open Door Policy.pdf	Open Door Policy
Risk Assessment - P01 P01 .pdf	Risk Assessment

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03