



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	CSIROCARE Black Mountain Inc
Provider Number	PR-00005826
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	CSIROCARE Black Mountain Early Childhood Centre
Service Approval Number	SE-00009770
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	<p>P01P01 - P01's Mother Phone (W) P03 (M) P03</p> <p>P01P01 - P01's Father P03</p> <p>P01P01 - P01's Mother Phone(W) P03</p> <p>P01 P01 P01's Father Phone P03</p>
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	<p>P01 P01 D.O.B: P02 Female</p> <p>P01 P01 D.O.B: P02 Male</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)	<p>This situation has been going on over the past couple of months. The behavior as had different forms over this times from, pushing, to aggressive language to punching and been disrespectful.</p> <p>We have been talking with the parents involved throughout this time and there have been steps taken with all parties involved in this discussion.</p>

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



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

Over the last week it has elevated to a level where we have received complaints from both families.

The Preschool teacher **P01** and the Assistant Director **P01** had a meeting with **P01**'s parents **P01** and **P01** back on October 1, 2020. In this meeting **P01** had raised concerns that **P01** was getting hurt and that Educators in the room had not notified them of these incidents or were unaware of that they had happened. The parents other concerns was about they felt their child was getting targeted.

P01 responded to these concerns raised and explained that some of the information they were receiving from **P01** was not initially correct and that their team had acknowledged that they need to have more communication with the parents around events that were happening during the day.

During this meeting we also discussed that we will redirect **P01** away from these friends as she continues to gravitate towards them for play.

We as a centre, have acknowledged that the room needed more support and we employed an extra educator for the room for three days. We chose three days as these were the days staff needed support as the dynamics of the children and to give the educators time to support all children in the room. The third Educator was employee from August 24th and this will continue until children go to school on February 1, 2021. We have also sort support from **P01** from inclusion support of how we can approach children's behavior or change our routines and room. We meet with **P01** on August 26, 2020.

P01's family have responded to our concerns that we raised with them on August 10, 2020, about his conduct at the centre. We requested that they seek outside support for his behavior. They were very responsive and are now seeing someone outside help.

Tensions have been rising the past couple of weeks and this has been felt on both side of this situation. **P01** and **P01** have reduced his days and he has only been attending the centre 1-2 days a week instead of three. This past week while he was here **P01** was hurt a multiple occasions.

P01 was very upset by this and made his concern know on the morning of December 8, 2020 to the office. In the afternoon of December 8, **P01** approached **P01**'s mother **P01** in the carpark. **P01** was very upset by this and followed this up by sending us an email about the incident.

We had a meeting with **P01** and **P01** the following day on December 9, 2020 to discuss the past weeks incidents and what consequences were given to the other children. He feel there is no discipline reaction for children that do the wrong thing. Before the meeting we decided as management to have two educators in the room while the children with challenging behaviors are in attendance. We informed **P01** and **P01** of this during this meeting.

P01's last day is tomorrow Tuesday, December 15th. **P01** will attend the centre until she leave to go to school in February.

We are trying to support both families and provide children and educators support in the room.

Please upload any relevant documentation

P01**P01**.docx

Letter from **P01** about incident in carpark



Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	