



**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            | Anglicare NSW South NSW West and ACT |
| Provider Number          | PR-00005801                          |
| Provider Approval Status | Approved                             |

#### Service

|                           |                                              |
|---------------------------|----------------------------------------------|
| Service Legal Entity Name |                                              |
| Service Trading Name      | Anglicare at Franklin Early Childhood School |
| Service Approval Number   | SE-00014231                                  |
| 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:<br>- Complainant name and contact details                                                                                                                                                                                                                         | A family member from the centre: name recorded as <b>P01</b> <b>P01</b><br>Phone number: <b>P03</b><br><br>The complaint was received by a central reception number and the name recorded and phone number do not match any known contacts at the centre.                                                                                                                                                                                                                                                                                                                                                                                             |
| Please supply the following information:<br>- Name of child/children, gender and date of birth to whom complaint relates (if relevant)                                                                                                                                                                     | unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | Complaint was received by phone on 17/8/2020 in the evening. Feedback was recorded in Anglicare system (ISOPro) and <b>P01</b> <b>p01</b> (ECEC Manager) was alerted via email on 18/8/2020 at 8am.<br><br>The person put forward the following feedback:<br>1. Food provide for kids is not up to standards<br>2. At Franklin child care centre food provided for children is not nutritional and different to menu given to parents<br>3. There is no staff ratio in any room and staff are not happy with <b>P01</b> who does rosters<br>4. My kids are coming home hungry<br>5. Your Franklin child care centre is getting worst due to incapable |

Submitted By: **P01**



management and it's taking toll on the staff who work with children

Our initial response:

- ECEC Manager, **P01 P01** attended the Franklin centre on 18/8/2020 to conduct initial investigation.
- Discussions were had with Director, **P01 P01** and Educational Leader, **P01 P01**
- Ratios in rooms was checked and all compliant on the day - 18/8/2020
- Roster discussion with leadership - all rooms have base ratio met at all times plus additional educators to cover breaks and programming. Roster is adjusted to meet the needs of children and will vary due to attendance patterns which change from time to time.
- ECEC Manager checked "Working directly with children registers" for each room and found that there is adequate staffing for each room based on numbers of children attending and in many cases, there are more than the required ratio in attendance.
- ECEC Manager discussed with leadership the editing of the register to show the number of children in attendance when various staff leave and arrive - form to be updated to make this information clearer.
- ECEC Manager aware of some discussions with staff over roster changes that they have not been satisfied with leadership are juggling the needs of the children, needs of the staff and ensuring compliance with laws/regulations.
- Discussions and team meetings have been had on recent months to allow staff to provide feedback, and agree to trial changes for a period of time before making further changes.
- ECEC Manager discussed concerns on menu. All staff record what children eat during the day. Menus are available in rooms and indicate the nutritious foods being provided. There have been instances of additional food (crackers and cheese) as a late snack for some children.
- ECEC Manager conducts monthly Support and Supervision to ensure appropriate leadership and management is taking place. The Director was new to the role in Jan 2020 and is being provided with support, mentoring and coaching from other Anglicare Directors and the ECEC Manager to ensure they are an empowered leader, with a clear vision and building a positive and collaborative team.
- Several projects for the Quality Improvement Plan are underway and the leadership team are ensuring the team
- Director attempted to call the family member to reassure them we would take their feedback seriously. Left phone message on 11.15am and again at 11.45 am. No response from the family at the time of this report being written.

Future plans:

- Leadership to consider recording of information about meals and how to notify families of changes to the menu if these are required.
- Leadership Team Meeting scheduled (prior to feedback) for 19/8/2020 to discuss ongoing quality improvement. Agenda will include discussion about rosters, menus and family expectations about meals.
- reflect on the forms used to document staff in rooms and adjust to ensure clarity of information is recorded
- we will continue to try and make contact with the complainant and provide them with information about our response.

Please upload any relevant documentation



## Contact Details

|               |                       |
|---------------|-----------------------|
| Name          | <b>P01</b> <b>P01</b> |
| Phone Number  | <b>P03</b>            |
| Email Address | <b>P01</b>            |