



**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                                                    | Complaint alleging that a serious incident has occurred or is occurring |
| Please supply the following information:<br>- Complainant name and contact details                                                     | Child's father: <b>P01</b> <b>P01</b><br>Phone: <b>P03</b>              |
|                                                                                                                                        | Child's mother: <b>P01</b> <b>P01</b><br>Phone: <b>P03</b>              |
| Please supply the following information:<br>- Name of child/children, gender and date of birth to whom complaint relates (if relevant) | Child: <b>P01</b> <b>P01</b><br>Gender: male<br><b>P02</b>              |



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

18/2/2021

**P01**, the mother spoke with the assistant director concerned that the educators might be giving her baby juice to drink in his bottles. Mother mentioned she was concerned the staff were defensive when she asked them about it. Mother said she didn't feel she could trust the staff and might consider looking for a new centre as her baby was unsettled and not happy.

19/2/2021

**P01**, the father emailed requesting someone to call him. He made comments about concerns on educators giving his child juice in a bottle and that the child had scratches and an egg on the head, began to vomit when he got home after attending the centre on 18/2 so they took him to the hospital and were not returning. We asked the father to put his concerns in writing and to provide as much information as possible.

I **P01** the father of **P01** is unhappy for the following reasons

Scratches and egg on his head  
Orange substance in his bottles both days  
**P01** being brushed off when confronting twinkle  
Clothes soaked in pee but a new nappy  
Throwing up orange substance

Actions taken

18/2/21

**P01** **P01** (assistant director) assured **P01** that we don't provide juice to any children at the centre, but would look into what could have been in the bottle. They discussed settling in periods and what we can do to support them to help **P01** settle into the centre (he had only attending 2 days).

19/2/2021

ECEC Manager requested notes on **P01**'s routine (what he ate, drank, his nappy changes and sleep routines)  
ECEC Manager called **P01** to discuss his concerns and let him know we would make a report and complete an investigation. **P01** did ask if we don't use juice could it be hydrolite? I said that would be highly unusual and explained our procedure for providing medications etc to children plus what is on offer on our menu. **P01** was asked for further information including any notes from the hospital visit for our records to support the investigation. The call was followed up by an email to the family. **P01** said he would provide further photos of the injury to **P01**'s head.

ECEC Manager to visit centre on Monday 22/2/21 to speak with staff, including kitchen staff about foods provided to babies.

Family have said they are not likely to be back. they were referred to us through **P05** so we will contact the case manager so they can support the family to find a new centre if they wish.

Please upload any relevant documentation

ISOPro-Incident (2).pdf

Anglicare incident report 19.2.21

received\_1514545855417337.jpeg

bottle photo 4



|                                  |                                    |
|----------------------------------|------------------------------------|
| received_460692761732453.jpeg    | bottle photo 1                     |
| received_536709053944201.jpeg    | bottle photo 2                     |
| received_730864551150746.jpeg    | bottle photo 3                     |
| <b>P01</b> scratched 18.2.21.jpg | <b>P01</b> scratch on head 18.2.21 |

## Contact Details

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