



## 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	HARBOUR EARLY LEARNING MANAGEMENT PTY LTD
Provider Number	PR-40031090
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Harbour Early Learning Aranda Pty Ltd
Service Trading Name	Harbour Early Learning Aranda
Service Approval Number	SE-00016718
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	<p>24.3.2025 Harbour EL Aranda received an email from P01 P01 stating that while bathing her child, P01 P01, she sighted a bite mark on her arm. P01 stated that she was not informed on pickup of the incident and did not receive an incident form. Copy of email attached.</p> <p>Steps/ action taken in response- Investigation: P01 P01 (Director of Communications and Compliance) spoke with the classroom team regarding the email sent by P01 and gathered information of the rhythm of the day and P01's engagement in this, specifically noting if P01 had seemed to be upset at any stage during the day. The classroom team recalled that shortly prior to collection by P01, P01 had watery, red eyes. An educator had noticed this and provided comfort to P01 asking her if she was ok. The educator then assisted P01 to the bathroom to begin washing her eyes. As this occurred, P01 entered the classroom to collect P01 for the day and asked the other Educators in the classroom what was happening. The educators informed P01 that it appeared that P01 had red watery</p>

Submitted By: P0 P01



eyes and may have had something in her eyes, as such they were assisting in flushing out her eyes with some water. P01 suggested perhaps a wipe could be used but the educator said that if the wipe had alcohol in it that this could cause further irritation to her eyes and water would be best for flushing out her eyes. P01 acknowledged this and the educator used water to wash out P01's eyes. The educator finished washing out P01's eye and P01 took P01 home for the evening.

Other than this incident educators did not recall a time when P01 appeared upset during the day and noted positive engagement throughout.

**Inclusion measures:**

Inclusion measures are in place for children who experience additional needs or challenge - examples of this include sensory support necklaces, active emotional regulation teaching, allied health professionals working with educators (including speech pathologists). The class group has been actively exploring the zones of regulation to support emotional regulation learning.

**Embedded in Program:**

Text provided in learning environment to support children - Books such as 'Teeth are not for biting' and 'No biting' have been provided to the classroom teaching teams to support facilitating small group discussions, layering children's understanding with text. Educators actively support positive interactions between children, promoting positive, gentle, respectful engagement. Initiatives and projects such as the 'buddy bench' and the colour monsters also support intentional positive social play learning.

**Reporting:**

Incident record has been completed by the team - attached. Records of bites and any other behaviours of concern are documented as they occur and appropriate follow up inclusion conversations and meetings with individual families held.

**Practices:**

Existing Incident, Illness, Accident and Trauma Policy states that educators will "notify family via phone call as soon as practicable following any injury sustained above the shoulder or any incident breaking skin. All serious incidents requiring medical attention will be notified through the nominates supervisor or, in their absence, the responsible person on duty". All educators read and sign acknowledgement of this policy upon induction. Educators build authentic, meaningful relationships with children supporting a strong understanding of each child's cues and communication style alerting them to any issues occurring in the child's wellbeing. In this instance it seems educators recognised P01 was upset but did not ascertain the true cause of her feelings.

**Supervision:**

Educators engage in active supervision and area aware of and follow additional supervision measures as detailed in individual children's inclusion plans. Following incident educators will actively reflect upon their supervision practices and collaboratively put in place additional supervision measures as needed to support maintaining the health and safety of all children.

Please upload any relevant documentation

Communicating in the Friendship Garden.pdf

Storypark Post 25.03.25



<a href="#">P0:P01</a> Incident Form 25.03.25.pdf	Incident form
<a href="#">P0:P01</a> Complaint 25.03.25.pdf	<a href="#">P01</a> <a href="#">P01</a> Complaint email 24.03.25
Email response to <a href="#">P0:P01</a> 25.03.25.png	Email response to <a href="#">P0:P01</a> 25.03.35

## Child Details

Child's Name	<a href="#">P0:P01</a>
Child's Gender	Female
Child's Date of Birth	<a href="#">P02</a>

## Contact Details

Name	<a href="#">P0:P01</a>
Phone Number	<a href="#">P03</a>
Email Address	<a href="#">P03</a>