



## 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	WODEN COMMUNITY SERVICE LIMITED
Provider Number	PR-00005883
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	Woden Community Service Incorporated
Service Trading Name	Hughes OSHC
Service Approval Number	SE-00009686
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 M: P03 P01 P01 M: 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	Received Monday, 28 October 2024 3:42 PM  Below is taken directly from the email received from the family which will be uploaded with the evidence documents.  To whom it concerns,  Our daughter P01 P01 is booked to attend after-school care at Hughes P.S. on Fridays during term 4. Last Friday 25th Oct I received a phone call from the junior after-school care staff at 3:51 pm to inform me that there was no staff available to assist P01 and that she had done a poo and no one was able or knew how to change her pull up. Her father then had to attend the school to pick her up early because no competent staff was available to meet her needs.  P01 had to finish work early to get P01. When P01 arrived to pick up P01 it was noted that P01's nappy had still not been changed. One of the WCS members in the Junior's room, who was looking after P01 (there were two staff in the room and one looking directly after P01), stated that there was no one trained in changing



nappies and because of that they did not change her nappy. P01 asked to speak with a Supervisor and was told that there was no supervisor on that day. The staff member was told that a complaint was going to be made - they apologised and said they don't have enough staff working that day. It was not clear whether the reason P01's nappy wasn't changed was due to staffing or training.

It should also be noted that at the time of pick-up on Friday 18th Oct, P01 had a very full and soiled pull-up. She also had a rash developing due to not being changed since she soiled her nappy. I am of the impression that P01's toileting needs are being ignored and staff are not changing soiled pull-ups while P01 is in their care. I should not have to highlight the issues and cause for concern related to this.

This is disappointing and unacceptable, and we would like to file a complaint formally. It needs to be addressed as soon as possible, as she will be attending after's again this coming Friday. ALL STAFF should be competent in meeting P01's needs, particularly her hygiene and safety needs.

Regards,  
P01 and P01 P01

At the time of the incident 2 permanent Junior staff who are familiar with P01 and her care were on leave (2 week planned leave & funeral) The nominated supervisor had to leave prior to the shift due to her child needing to be collected from daycare. Although the staff rostered were familiar with the service they were not familiar with P01 as she had been away for term 3. The service had 20 children in Juniors (1 being P01) with 3 staff and the seniors had 35 children (1 inclusion) with 6 staff. Responsible Person P01 P01 (2IC) was working in the senior environment.

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

Nominated Supervisor (P01 P01 P01) is running a training session prior to the service on Tuesday 29th October. the training will cover:

- How to change a nappy / pull-up, with a procedure to be written up informing staff of the procedure in case permanent staff are absent.
- ACECQA information: QA2 Toileting & nappy changing Principles and Practices.
- Nappy changing policy.

other steps to ensure P01 needs are met:  
- Alarms to be set on the Junior program mobile to remind staff to check / change P01 as needed.  
- Look into innovative solutions training around manual handling / lifting techniques.

Please upload any relevant documentation

Hughes OSHC roster 25th October 2024 .png	Hughes OSHC Roster for the 25th October 2024
QA2_ToiletingAndNappyChangingPrinciples Practices.pdf	NQS information sheet - QA2 TOILETING AND NAPPY CHANGING PRINCIPLES AND PRACTICES



Qikkids report of attendance - JUNIORS Friday 25th Oct 2024.pdf	Qikkids report of attendance Junior OSHC
Qikkids report of attendance - SENIORS Friday 25th Oct 2024.pdf	Qikkids report of attendance Senior OSHC
Screenshot of Email complaint from <b>P01</b> and <b>P01</b> <b>P01</b> .png	email complaint from <b>P01</b> and <b>P01</b> <b>P01</b>

## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

## Contact Details

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