



## 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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Bruce Ridge Early Childhood Centre
Service Approval Number	SE-00009755
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 P01 P03 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>This morning upon arrival P01, was holding P01 and talking to his classroom's lead educator. I (NS) was in the kitchen, I could hear P01 tell P01 that P01 can not play outside today and P01 was explaining that she can't exclude P01 from play. I walked out of the kitchen after the conversation was repeated.</p> <p>P01 told me that we got P01 sick yesterday, I explained if he is sick then he shouldn't be attending care today.</p> <p>P01 responded he is not sick that he can't attend he just cant go outside to get sick, cause he wasn't sick yesterday when I dropped him here but came home with a cough.</p> <p>I explained that we have outdoor time as part of our curriculum year long, in winter the benefits of fresh air for children and adults is beneficial to reducing illness. As staying inside we are breathing the same air, breathing in each others germs so best to be outside and air out the rooms at times too. That he may have gotten the germs from anywhere, here, the shops or home even.</p> <p>P01 responded he didn't get it from home, he didn't have anything when I brought him here yesterday only when he got home he was coughing. he cant go outside cause its too cold for him</p> <p>I explained that the benefits of outdoors is important and we use</p>

Submitted By: P01 P01



appropriate clothing and times of day to engage in outdoor play.

P01 responded it is too cold and he cant go outside.

I explained that I don't have enough educators to give a one to one ratio for P01 to remain inside. The ratio for his room is one educator to four children, so to keep P01 inside I would have to exclude three other children and keep them inside too which isn't fair and means they don't have opportunities for education and care today.

P01 responded it doesn't matter of the other three children you just need to keep P01 inside.

I asked him not to talk over me as to please listen, so I again explained I can't just have one child inside with one educator, this is not safe for all children, not the ratio and is excluding him. If he is unable to participate in normal activities during our day, like outdoor play, then he is not well enough to attend.

P01 explained he is well enough he just cant go outside cause its too cold and you are making him sick. I bring him here so that I can work. if he gets sick then I need to take four days off work and you are the one making him sick so don't take him outside and make him sick.

I explained the options are that he attends and participates in full curriculum and not excluded or you take him home to be kept inside.

P01 responded no, you are making him sick so you cant take him outside. You are not keeping him safe - what is your duty/responsibilities?

I explained we can never stop children getting sick, however we do things like uphold infection control, supervision and plan curriculum and support children to be safe and hygienic and minimise the risk of getting sick. But germs are everywhere we can't stop anyone getting sick. Sometimes people are carrying germs for days before getting sick, other times children can be not displaying symptoms but carrying the germs, for some people it takes a lot of the same germ to get sick and for others only a little amount. We can't eliminate illness but reduce the risk as much as possible.

P01 responded but he can't go outside today.

I explained he wont be excluded and if we go outside he will be given that time as a beneficial part of our curriculum. Canberra weather is like this in winter and we use appropriate clothing, even at times use gumboots and rain jackets to play in the rain to ensure we engage in this time and just like in summer when its hot. if we decided that weather is not appropriate then we would never go outside. we are here to provide education and care.

P01 turned around and took P01 to the classroom, handed him to an educator and told her he is not to go outside today, she explained that we will go outside dependent on the weather and he left the room. As he reentered the hallway he walked to the foyer to leave and I said have a good day, he responded have a good day.

We really value learning and exploration through play at all times of the year, including outdoor play with the vast benefits that it provides to children's development, wellbeing, health and education. We do ensure that children are dressed appropriately and that children have the choice to engage in outdoor play. If they are asking or showing signs of not wanting to be outside, we make a decision about appropriate options - if effective supervision doesn't allow for a group to safely do indoor/outdoor play then we would could see if it is suitable for them to go to another classroom or if multiple children/whole group requesting to go in then we will go inside.

Knowing this child and his excitement whilst putting on jacket and other items in preparation for going outside as well as his engagement during outdoor play we are therefore not meeting his needs by staying inside if we exclude him from time with his friends outside, due to his dad's wishes.

We are using this as an opportunity to share our professional philosophy in regards to outdoor play during all weather, and to transition back into sunhat and sunscreen time by sharing our



understandings, articles and welcoming parent feedback through a Storypark post this week.

Please upload any relevant documentation

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03