



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	Northside Community Service Limited
Provider Number	PR-00005856
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Harrison Early Childhood Centre
Service Approval Number	SE-00009790
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 Mobile number: P03 email: 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>We received the complaint today, January 16, 2022. The email was sent Thursday at 11:04 PM. It was sent to our enrolments officer who doesn't work on Fridays.</p> <p>The email consists of observations of the parents and concerns she raised during the orientation period. They are as follows:</p> <ol style="list-style-type: none"> 1) on our first orientation in Nursery 2 a child knocked a pot plant from on top of a shelf- causing the soil and rocks to spill across the floor where any young infant could put in their mouths. My partner and I ended up cleaning it up as no staff member was making a move to clean it. This poses a great choking hazard to any child of P01's age. 2) when preparing P01's bottle in the nursery kitchenette I noticed the enamel serving dishes were rusted? They were on the bench ready to be used and I am quite sure they are the same ones that were there when I was an educator here in 2018. 3) the resources and toys seems scarce and what the children do have

Submitted By: **P01** **P01**

are in disrepair. One educator offered **P01** an abacus with a wooden frame which was splintered and broken- again a choking hazard for children in the 0-2 age bracket. This was frustrating as an educator not to have resources we needed but as a parent I am quite disappointed in paying \$140+ per day with no evidence of any money being put back into the centre for the children.

4) the Nursery rooms (and joint corridor) smell unclean and awful. Every time we have walked through into the nursery rooms we are met with a dirty, musty smell. I presume this may be from the age if the carpet tiles? It doesn't fill me with confidence that the room is hygienic.

5) During my orientation with **P01** on Wednesday 11th January the centre performed a fire evacuation. The educators lacked any leadership within the room and ended up taking children the long way round the centre only to not be able to meet at the assembly point- again potentially putting all children, including **P01**, at risk.

Steps are taken in response to the concerns.

1. Educators were reminded to supervise children whilst engaged in play. Also, keep a close eye on possible choking hazards.
2. The serving dishes were not rusted, but the side of the plates had paint chipped. These were removed and replaced with new serving dishes.
3. The resources mentioned appear to be in a safe condition. We have made an order for new resources to add to the classroom. We also have the environments set up and ready for the day prior to the children's arrival. Our environments are clean and safe. Our centre philosophy is relationship based, and we believe that educators, especially in the younger age group, play a huge role in helping the children settle into the environment. This also aligns with our study and implementation of Conscious Discipline, where we avoid unnecessary stimulants in the environment and focus on educators being physically and emotionally available for children.
4. We had our carpets cleaned last 21 October 2022, and we had a whole centre deep cleaning done recently on December 18 and 19, 2022. I have also attached a copy of our daily cleaning checklist in the classroom.
5. We continuously improve our practice, including our evacuation procedure. We had the evacuation drill and have noted a few areas of improvement. I have also attached a copy of the record sheet. The issues were logged as maintenance requests for the emergency cots, and discussions and reflections regarding evacuation procedures were made during our team leader meeting on January 16, 2023, at 10AM.

The child is due to start on January 24, 2023.

Please upload any relevant documentation

Fire evacuation record sheet.pdf	Fire evacuation record sheet
MTA OrderReceipt.pdf	Order receipt
New maintenance request receipt.pdf	receipt of maintenance request
Nursery cleaning checklist.pdf	Nursery cleaning checklist
Parent email.pdf	Email received from parent



Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01