



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	Team Gump Pty Ltd as Trustee for Team Gump Trust
Provider Number	PR-40007989
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Sage Education and Childcare
Service Approval Number	SE-40007193
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: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 P02 Male
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	Via email on 16th March at 10:51pm Dear P01 Thanks for your email. Regarding technical issues: even if I had received a message regarding today's bush kindly, there was no communication about your intention to exclude P01 from the excursion. As we have discussed in the past - including in the documentation I provided you recently, and which you sent to me via email yesterday - P01 does not manage unanticipated changes to routine well. Obviously his entire class leaving unexpectedly would have caused anxiety; he would have needed support and care in preparing for this. Your comment this morning was correct: Sage has

Submitted By: P01 P01



failed **P01**

The fact that you didn't let me – or, from what I can tell, his teachers – know about his exclusion, and that we were prevented from preparing him was cruel. From what **P01** volunteered when I collected him, he did not handle it well: when **P01** told him he was being excluded, he threw a frying pan at her. This demonstrates the importance of applying the strategies provided and identifying triggers as a means to protect **P01** and your staff. This could have been avoided had strategies been followed.

You noted in our meeting last Tuesday how much positive change and growth you had seen in **P01** specifically noting his attendance at bushkinder as a prime example of this. Last year **P01** carers and I worked together in preceding weeks to show **P01** that if he could demonstrate good behaviour he would be able to attend bush **P01**. This paid off, and **P01** got a lot out of this experience. To exclude him from the opportunity to prove himself and strive to behave well appears to be exclusion for exclusion's sake.

I have nothing but respect for **P01**, but as you acknowledged in your phone call to me on Friday 5 March, she made the wrong choice in getting down in front of **P01** and restraining his arms when he was in the midst of a meltdown. I am sorry that she was injured and I hope that she has a speedy recovery. This incident was the catalyst to you restricting **P01** attendance, necessitating a change of childcare provider. Had the strategies I provided been applied in response to **P01** behaviour, perhaps **P01** would have not been injured, and **P01** would be welcome to continue at Sage.

This year, I have found it hard to meet with **P01** carers to discuss strategies. **P01** and **P01** instigated a meeting to hand over strategies from one head carer to another earlier in the year. This did not go ahead, nor did a number of other attempts to reschedule the meeting. In the end I was forced to email **P01** and have a 10-minute phone call. On two occasions I came to attend meetings which were cancelled upon my arrival. The only time that a recent meeting has been successfully held with Sage staff was to further restrict **P01** hours. While I can not fault the care **P01** received from Sage in 2020, this year is a different story.

P01 best interest is evidently no longer a primary concern for Sage, and I am removing him from your care with immediate effect. Without adequate application of strategies to support and manage **P01** you are leaving him, his peers and his carers open to unnecessary risk. The strategies are there to keep everyone safe; if they are not applied, restrictions to attendance will have absolutely no effect at mitigating risk.

The fact that this has occurred while Sage has been openly promoting Harmony Week and the values of inclusion, respect and belonging makes this a particularly bitter pill to swallow.

Regards,

P01 **P01**

Email from myself at on 16th March 2021

Dear **P01**

My apologies for the mis-communication regarding Bush Kinder. I have been looking into our Xplor app and noticed that when **P01** put out



the post regarding bush kinder it was in the middle of all the technical issues we had been having. She may not have noticed at the time but the message only went out to less than a quarter of our preschool families. I have only just noticed this following our phone call this morning.

I understand that you are disappointed with our decision for **P01** to stay at Turner. However, the safety of everyone on excursions is paramount. As you know over the last 4 weeks we have had an increased number of injuries that have required medical attention. Unfortunately, **P01** is still on extended sick leave following the head injury she sustained on the 5th of March.

While **P01** has been at centre today **P01** he has been really settled facilitated play experiences with **P01** to further support his social interactions with his peers. They have done a lot of art and craft. They made a plane using scissor and painted it. He put together many puzzles and they did some dancing too. The program that we will be using to support social interactions is called Pals. It is a very old program but really effective.

<https://lennoxheadcommunitypreschool.com.au/wp-content/uploads/2016/02/parent.pdf> (This is from another preschool but it a good bit of information on the program.

If you feel that it would best for **P01** to be at Sage on the Monday and Wednesday for his last two weeks please let me know.

As discuss last year if you would like to join us for the next two Bush Kinder programs you would be most welcome.

My apologies once again for the gap in communication. We are currently working with xplor to the issues we are facing.

Warmest Regards

P01 **P01**
Director
Sage Education and Childcare Turner
(02) **P03**
P01

--- Follow up 17th March 2021

Shared details with **P01** **P01** Operations manager
I will forward and collate all meeting notes and documentation for this year- regarding **P01** and **P01**. I will then share this with you within the next 48 hours.

Please upload any relevant documentation

Documents to be submitted later.

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01

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