



## 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	North Belconnen Community Association Incorporated
Provider Number	PR-00005854
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	North Belconnen Community Association Inc
Service Trading Name	Flynn Early Childhood Education Centre
Service Approval Number	SE-00011291
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	1st email - 'P01' - P03 2nd email - 'P01' - P03  We have no staff or families, past or present, who have used these aliases or email address. In the email they have asked to remain anonymous. Both emails were sent to P01 and were sent at 6:00am on 8th and 9th October 2024. The emails were signed by 'Concerned'.
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	An email was received on 8th October 2024 from an anonymous person regarding an alleged incident involving P01 P01 (educator) on Thursday 12th September 2024.  P01 P01 is a P05 educator who has been working at Flynn ECEC since P05 during this time there have been no complaints made about her, nor has she been engaged in any performance concerns or misconduct. P01's WWVP number is P05 (copies attached).  8th October 2024 Email received at 6:00am (before centre opening) from P01. We do not have any staff or families who use this name or this email address. In the email they asked to remain anonymous. In the email they made a complaint about the educator, P01 P01, specifically mentioning the afternoon of Thursday 12th September 2024.

Submitted By: P01 P01



(Email attached) (they spelt P01's name as P01)

8:30am P01 P01 (Nominated Supervisor/Director) arrived at the centre, after putting her belongings away and talking to staff she went through the emails and saw the email from P01. P01 notified two members of the leadership team P01 and P01 who proceeded to look through the video footage of Thursday 12th September. It was decided that we would immediately view the footage before P01 had started her shift at 9:30am as we would be able to take appropriate action if required. Both P01 and P01 did not find any footage that showed P01 engaging in any inappropriate interactions towards children. They checked the footage from 7:00am to 6:00pm.

On Thursday 12th September 2024 P01 worked from 9:30am to 6:00pm in the 'Gumnut' pre-school room, there were 19 children that attended on that day (ages 4-5) and the ratio is 1:11 in that room (the record of working directly with educators copy is attached).

Approx 8.45am – An additional leadership team member (P01 P01) was notified when she arrived to work. P01 and P01 went through the footage on separate devices. The allegations were still not validated.

9:38am – As we were unable to find any evidence of the allegation occurring, an email was sent to the anonymous complainant from P01 asking for additional information to further support us with the investigation. (Email attached)

11:30am – The leadership team met to discuss their plans moving forward with the allegation. It was decided that P01 P01, P01 (Service Educational Leader & Gumnut ECT) and P01 (Assistant Director & Gumnut ECT) would meet with P01 to discuss the allegations and ask for her response. P01 spoke with P01 and P01 to ask for their opinions of P01 in their classroom, both expressed no concerns and said that the children had built a good rapport with P01 over the year and that she was a supportive and professional educator in their pre-school classroom.

12:30pm – P01 P01 and P01 met with P01 P01 shared with P01 the allegations made against her and asked for her response. P01 immediately denied the allegations of physical force. P01 said that in her interactions with children she does share how the children's actions are making her feel as she believes that it shows children that adults also feel emotions and that their actions can hurt the feelings of others. She also believes that this builds on their vocabulary. P01 said that she does this in a respectful way, as she also encourages children to share their feelings too. P01 said that she was very shocked to hear the allegation had been made and that she was disappointed that the anonymous person had not followed the grievance procedure and spoke to her if they had any concerns as she was open to feedback. P01 asked P01 if she was okay, and she acknowledged that this can be quite upsetting for her to hear. P01 re-iterated by saying to P01 that we are all here for her and that we will support her in any way we can. P01 reminded P01 that she has 24/7 access to our Employee Assistance Program (EAP). P01 shared with P01 what the plan was moving forward which included speaking with the other educators in the lower rooms, as they were the ones working closely with P01 on that day to gather their feedback as this will support us in the investigation. P01 said that she understood that the process needed to occur and that she would reach out if she needed anything.



2:00pm – P01 and P01 P01 (Operations Manager) met with staff who work in the Gumnut, Alkira and Possum Rooms to ask for their professional views on P01 and if they had any information that could be used in the investigation including any concerns regarding her interactions with children. The below educators were asked as they share an outdoor environment and were working on Thursday 12th September.

- P01 and P01 met with the following staff:
- P01 (Alkira - Educational Leader). P01 mentioned that P01 had been absent for 5 weeks over August/beginning of September (annual leave) and how the children and staff had missed her presence as she connects with the children well, she actively listens to them and talks through children's emotions clearly giving children a sense of belonging.
  - P01 (Alkira – Educator). P01 said "P01 is a confident educator who is firm but fair."
  - P01 (Alkira - Educator). P01 had no concerns about P01.
  - P01 (Alkira - Educator). P01 said that P01 was good at talking to the children and encouraging them to engage in safe play outside.
  - P01 P01 (Possum - Early Childhood Teacher). P01 said that she has no concerns and that she views P01 as a good educator.
  - P01 (Possum - Educational Leader). P01 said that P01 is very confident and can sometimes be loud as the children can also be loud but she has no concerns.
  - P01 (Possum - Educator). P01 said that she had no concerns.
  - P01 (Possum - Educator). P01 said that she had no concerns.
  - P01 P01 (Gumnut - Educator). P01 said that she has worked with P01 for years and that she was a good educator and that the children listened to her.
  - P01 (Gumnut - Educator). P01 said that P01 is a good educator and she hasn't seen anything.
  - P01 (Gumnut Educator). P01 said that sometimes she is loud but she is respectful of children and supports children with their self-regulation skills regularly.

9th October 2024

6:00am - Another email was received from the same email address; this time the name on the email was P01. (Email attached)

9:00am – P01 read the centre emails. P01 spoke to P01 and P01 regarding the email and again went over the footage from the 12th September 2024. The child named in the email is P01 although the complainant did not reveal a surname; we presume it could be a child in the Possum room, as they attended on that day. After reading the response, we decided that one of our next steps would be to focus on P01's interactions with P01. As Wednesday is P01's regular scheduled day off, she had not been notified about the additional email. The leadership team created a timeline of events of P01's movements during the time specified in the email (timeline attached). In the footage review the staff focused on the time set by the anonymous complainant and P01's interactions with P01 (Whole day footage had been previously viewed 8/10/24). There were minimal interactions with P01 and the interactions that they engaged in were respectful and these are noted in the timeline document.

11:15am – P01 called Children's Education and Care Assurance to ask for advice. She spoke to P01 who gave P01 the Complaints phone number to call. P01 then called the number provided and left



a message on their voicemail to call her back.

11.30am – Sent NBCA Approved Provider, P01 P01 a message asking when is the best time to contact her to discuss the email.

Message received back at 12.14pm for P01 to call P01.

12.15pm – P01 spoke with the NBCA Approved Provider, P01 P01, to notify her about the complaint. P01 informed P01 of the steps that had been undertaken including informing the educator about the allegation and asking for her recollection of events as well as interviewing all staff who were working alongside P01 on the specified date. P01 explained that the footage had been reviewed prior to P01's shift starting and that the allegation could not be validated. Due to this, it was agreed that P01 would stay at work as there was no concrete evidence that this allegation occurred. P01 informed P01 about the report she will make to CECA and how she has tried to contact them.

P01 asked P01 to make sure she check in with P01 to make sure she is okay, and to reach out if either P01, P01 or the team needed additional support.

P01 and P01 discussed the next steps, and together we agreed that while the policies on 'Complaints' and 'Child Protection' were recently updated, it would be beneficial to share these again with our families and staff for further review. Senior leadership team will use the feedback provided to review these policies. A copy of the new ACT Child Safe standards were also provided to families and staff in the email and confirmed that they are already on display in all rooms across the centre.

6:04pm the Child Safe standards poster and Policy review email was sent to families.

10th October 2024

9:30am P01 had just arrived for her shift. P01 invited P01 to speak with her and updated her on the second email we received yesterday. P01 explained how the leadership team had again gone through the footage and had found nothing to indicate that any of the alleged descriptions happened. P01 asked P01 if she can recall any negative encounters with family or staff that may cause them to send such an email. P01 said she couldn't think of anything that has happened and has always gotten along with everyone. P01 told P01 that we will report the complaint to the ACECQA portal and how we have reached out to seek further advice from our regulatory authority (CECA) to get their opinion and would let her know when they respond. P01 said that her door is always open, if P01 thinks of anything or needs further support. P01 thanked the P01 for supporting her.

9:47am - The Child Safe Standards and policy reviews were sent to staff.

10.34am – Attempted to contact CECA Complaints phone number to follow-up on the voice message left from yesterday, there was no response. No additional message was left.

#### Conclusion:

In this investigation of the alleged incident we were unable to find any conclusive evidence that any physical force was implicated on any children by P01 P01. In the footage P01 is seen having respectful and engaging interactions with children. We have reviewed footage from other days and outside of the hours mentioned in the email and we continue to have no concerns regarding P01's professionalism and interactions with children. We have ensured that we have undertaken a thorough investigation as we take the safety of the children and staff seriously.

#### Future steps:

An email will be sent to the anonymous complainant on Friday 11th



October confirming that all Regulatory requirements have been fulfilled. We will compile any feedback received regarding the policies and procedures which will be used for us to review and add to our Quality Improvement Plan.

At the team meetings scheduled for Monday 14th October 2024, P01 will spend time in each room discussing the Child Protection policy, Complaints policy and the 10 Child Safe Standards poster which is already on display in each room. P01 will ask for feedback and questions on these documents as well as the Quality Improvement Plan.

Please upload any relevant documentation

P01 P01 WWVP expiry 28-04-2027.pdf	P01 P01 WWVP
P01 P01 - Certificate 3.pdf	P01 P01 Certificate 3
P01 P01 - Emails.pdf	Emails
Educators Working Directly with Children Record 12-9-2024.pdf	Educators Working Directly with Children - 12/9/2024
P01 P01 - Timeline 12.9.2024.pdf	P01 P01 - Timeline 12th September 2024 - 2:00pm to 5:00pm
NBCA Policy - Dealing with Complaints.pdf	NBCA Policy - Dealing with Complaints
Child Protection.pdf	NBCA Policy - Child Protection
Interactions with Children, Families and Staff.pdf	NBCA Policy - Interactions with Children, Families and Staff

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03