



## 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	Northside Community Services Limited
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	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a>

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

A parent has raised a serious concern about the hygiene and personal care support provided to their child, **P01 P01 P01**, at Harrison Early Childhood Centre. The parent has repeatedly found that their child was not properly cleaned after using the toilet, with the most recent incident on April 3rd, 2025, where **P01** returned home with dried faeces on her underwear and body. The parent cites several regulations and national standards that the centre is failing to meet, particularly regarding hygiene, infection control, and proper toileting assistance. The parent is requesting immediate acknowledgment of the complaint, a detailed response outlining corrective actions, a review of staff training, and a guarantee that all children will receive appropriate toileting support in the future. If not addressed, the parent intends to escalate the matter to higher authorities.

The centre manager spoke to the parent about the concern and provided a response regarding the allegations. An email correspondence will be attached to this report.

The centre manager also verbally spoke to educators about including in their program intentional teaching around toileting, wiping your bottom, asking for help. An email has been sent to educators regarding providing support to children and communicating families during toileting.

This will be attached to the report.

The Safety and Wellbeing Policy has been reviewed by educators. As this is the first time the concern has been raised, the centre manager also encouraged the family to communicate to the educators if the child needs support or if they have any concerns.

A risk assessment has been developed to ensure children's health and safety while toileting. The "All about me" form has been updated for families to have the opportunity to seek support in writing especially when the child is new to the service or the classroom.

Please upload any relevant documentation

Parent email.pdf	Complaint from the parent
Email correspondence to the parent.pdf	Correspondence to the family
Educator logs.pdf	Preschool educator logs April 3
Responsible Person log.pdf	RP log April 3
Policy Sign Off Sheet.jpg	Policy sign off sheet for educators
Attendance April 3 2025.pdf	Children's attendance April 3
RA toileting.docx	Additional risk assessment
Image from the complaint.jpg	Image
Age report.pdf	Age of children
All about me form.pdf	All about me form
Preschool 1 Indoor Supervision Plan.jpg	Preschool 1 Indoor supervision plan
Preschool 2 Indoor Supervision Plan.png	Preschool 2 Indoor Supervision Plan
Preschool Outdoor Supervision Plan.jpg	Preschool Outdoor supervision plan
Supporting Children email.pdf	Email to educators



## Child Details

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

## Contact Details

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