



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	One Tree Community Services Inc
Provider Number	PR-00007250
Provider Approval Status	Approved

Service

Service Legal Entity Name	ONE TREE COMMUNITY SERVICES INC
Service Trading Name	One Tree Defence Childcare Unit Russell Hill
Service Approval Number	SE-00009831
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	P01 Mobile: 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

1) This morning 8.03.2024 at approximately 9:35am **P01 P01** Mother of **P01 P01** has provided the service an email with concerns that occurred on the 6.03.2024.

2) Email complaint from **P01 P01** Incident form for **P01 P01**, Statement- **P01 P01**, Supervision plan and ratio headcount form attached.

3) The service's Practice Support Manager (**P01 P01**) has contacted **P01** (8.3.2024) and acknowledged the complaint via phone call. **P01** has provided **P01** with the additional measures that will be put in place to avoid any future incidents occurring, and notified the complaint will be forwarded to the Department and the organisation's customer service line for further investigation. **P01** was appreciative of this information and mentioned, there has been no previous concerns with the level of care and support provided to **P01**.

Current and further actions:

An Investigation will be conducted, led by the services' operational manager.

NS has addressed the concerns with all supervising staff from the 6.03.24

Staff will be re-inducted to the Supervision Policy and supervision practices during transitional periods and handover.

Operational Manager and NS will review staffing arrangements and rosters.

Review **P01**'s individual learning portfolio and support his development and curiosity with increased sensory play.

Management to follow up with **P01** to assess effectiveness of further actions.

Please upload any relevant documentation

Concerns Regarding Incident Involving Our Son at Daycare on March 6, 2024.pdf

Parent Complaint

P01 P01 SER-FOR-022 Incident, Injury, Trauma, Illness and Notifiable form Part A.pdf

P01 P01 Incident, Injury, Trauma, Illness and Notifiable form

Supervision and ratio documents 6.3.24.pdf

Supervision and ratio documents 6.3.24

Child Details

Child's Name **P01 P01**

Child's Gender Male

Child's Date of Birth **P02**

Contact Details

Name **P01 P01 P01**

Phone Number **P03**

Email Address **P01 P01**

Submitted By: **P01 P01**



ACT
Government
Education

Notification Number: **NOT-40964357**
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