



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	University of Canberra
Provider Number	PR-00005879
Provider Approval Status	Approved

Service

Service Legal Entity Name	University of Canberra
Service Trading Name	Wiradjuri Preschool Child Care Centre
Service Approval Number	SE-00009857
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 P01 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

Complaint received 2 September 2024 via phone call.

The complainant's child has been injured by another child over the past few months on several occasions. The complainant did not express concern about supervision practices or ratios requirements. However, their complaint is in relation to the other child and their belief that our service is not the right place for the other child. They also expressed some concerns with how the report was worded. The injuries received by the child include being scratched (often on the face) or having items thrown at them resulting in bruising.

Complaint briefly discussed with **P01** following the use of the National Decision Tree to help determine if this complaint meets the intent of the notification requirements.

The following steps have been taken to minimise the chance of future incidents:

- The teaching team has been undertaking targeted observations to determine trends in relation to when these incidents occur. This includes analysing what happens before, during and after the incidents.
- This information has been used to make changes to individual and group routines, transitions and programmed learning experiences.
- A Strategic Inclusion Plan is in place and the team are working with the support of an Inclusion Professional from the NSW ACT Inclusion Agency.
- A staff meeting workshop was held to develop a supervision plan, and walkie talkies also purchased to help with communication between the indoor and outdoor learning areas.
- All staff have undertaken Emotion Coaching professional learning, including professional readings and discussion regarding proprioception, 'heavy work', schema theory and executive functioning to help develop different approaches to supporting the child's social and emotional learning.
- The Director has met with the mother of the child who is hurting other children, and has requested a meeting with the father to further discuss the opportunity for health and development checks, including hearing and developmental screening to see if any other support can be recommended.
- The University of Canberra Faculty Manager approved the addition of another staff member to raise the ratio to help support the inclusion of all children.

Please upload any relevant documentation

P01/P01 - Incident Report Detail.pdf

Injury Report for **P01/P01**

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

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



ACT
Government
Education

Notification Number: **NOT-00069717**
Date generated: 3/09/2024

Email Address

P03

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