



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	
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	P01 [REDACTED] Mother P03 [REDACTED]



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

Date complaint received: 20th September 2022

This complaint is in relation to an injury which P01 sustained at P01 Early Childhood Education Centre on 30th August 2022. The Notification of Incident Number for this report is NOT-40767883. This document was submitted on the portal on 31st August 2022.

P01 (mother of P01) sent an email (attached) at 2:30 pm to P01 P01 (NBCA CEO) on 20th September 2022. P01 forwarded the email onto P01 P01 (Director and Nominated Supervisor) at 2:32pm to inform her of the received complaint. P01 responded via email to P01 at 2:38pm and subsequently called at 2:41pm. P01 then called P01 at 2:44 for approximately 10 minutes to discuss her complaint. P01 then called P01 at 2:54pm to share with her his conversation and notes (below).

P01 then spoke with P01 (P01) P01, Early Childhood Teacher in the Kookaburra Room, to discuss P01 concerns. P01 mentioned that she had made notes from the incident and was happy to share them with P01 and P01

P01 finished at Flynn Early Childhood Education Centre on 30th August 2022 as his family have moved to Perth to reside. P01 last day was originally 31st August 2022 but they cancelled the day of care due to the injury, and his last official day was the 30th August 2022. P01 and P01 visited the centre on 31st August 2022 to say goodbye to the children and staff, they handed over gifts to share their gratitude.

We believe that we dealt with incident appropriately as educators followed correct policy and procedures, ensuring that P01 was taken care of and monitored closely. The room communicated with their educational room leader, P01 (P01), as soon as P01 had woken from his sleep and had shown that he was not using his arm. P01 and the assistant director, P01, then notified the nominated supervisor, P01. P01 was then called to be notified of the incident and was asked to pick up P01 to have his injury seen to. We felt this had been dealt with effectively as she had come in the next day to thank us, bearing gifts. We had not heard from the family until yesterday. The last contact with this family prior to the complaint was on 31st August 2022 with the family now residing in Perth.

Please see attached notes and documents:

- P01 P01 (NBCA CEO)
- P01 P01 (Flynn Director and Nominated Supervisor)
- P01 P01 (Kookaburra Room Early Childhood Teacher)
- P01 P01 (Kookaburra Room Qualified Educator)
- P01 (Kookaburra Room Qualified Educator)
- P01 P01 (Flynn Qualified Educator)
- A copy of complaint from P01
- NBCA Policy 'Incident, Injury, Trauma and Illness'

Please upload any relevant documentation

Email from P01	20.9.2022.pdf	Email from P01	20.9.2022
P01 P01	Notes.pdf	P01	Notes
	Incident, Injury, Trauma and Illness.pdf		Incident, Injury, Trauma and Illness

Submitted By: P01 P01



P01 P01 Statement.pdf	P01 P01 Statement
P01 Statement.pdf	P01 Statement
P01 P01 Notes.pdf	P01 P01 Notes
P01 Phone Conversation 20.9.22.pdf	P01 Phone Conversation 20.9.22
P01 P01 Statement.pdf	P01 P01 Statement

Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01