



213A
EDU

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	Woden Valley Child Care Centre Association Inc.
Provider Number	PR-00005885
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Woden Valley Child Care Centre
Service Approval Number	SE-00009859
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 (P01) - mother of the child Mobile: P03 Email: P01
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Male, P02



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

22.03.2021 - evening/overnight via Story Park

Photos of the 'injury' + complaint attached

Services response to this complaint below, which also indicates our actions. In addition to the format response, the complaint was reported to the committee, and we are considering the report to Child Protection, as we have concerns about the back injuries and 'unusual' family approach/avoidance in communication. Our team leader contacted the mother of the child today at 8.10 am to discuss the incident. I am also attaching her statement.

"Dear P01 and P01,

I have received your report of unidentified abrasions on P01's back and sides.

Yesterday we had a maximum of 17 children in our toddler's room throughout the day with seven permanent staff members. No educator is left alone with the children at any point of the day. After questioning all staff within the room who were present yesterday, I feel confident that the marks reported to us could not have been caused by other child or an adult and more likely self-inflicted due to irritation. Perhaps P01 felt some discomfort in those areas; however, this does not explain the suspected bruises and marks on his back. P01 did not have an accident that could cause those abrasions that we can recall.

We tried to scan the environment for any potential flaws or equipment that could cause it, but we could not identify them. The children also did not go outside yesterday, for a tree branch or artificial grass to cause this.

In addition, during a nappy change, children are usually placed on their back, and we only lift children clothes to access their nappy. We do not undress children for nappy change; hence the marks were unnoticed during a nappy change.

As part of our internal procedure, we will create an incident report for P01 stating that those marks were reported to us by a parent and unwitnessed at the Service. I would appreciate it if you could sign it at pick up time. Additionally, as an approved service, we are required to report the complaint to our regulatory body, Children's Education and Care Assurance, under the department of education.

Please let me know if you would like to arrange a meeting with me or/and the committee, who will also be notified of this incident.

If you are unsatisfied with my response, please feel free to contact the committee via email: P03. There is also an email and complaint line to the department of education if you wish to speak with them personally (02) 6207 7581 or email complaintsCECA@act.gov.au

Please upload any relevant documentation

story_image_o_1f1drnofc17765rp3q71agj6f nm_640_wide.png	photo attached by a parent_2
story_image_o_1f1drnofc18orc8rie18qfae1 k_640_wide.png	photo attached by a parent _1
story_image_o_1f1drnofc1ud91e2j1opk11es 1t73j_640_wide.png	Complaint_screenshot of story park
story_image_o_1f1drnofch70ksn13dkurjglpl _640_wide.png	photo attached by a parent_3

Contact Details

Name

P01 P01

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40522558**
Date generated: 23/03/2021

Phone Number

P03

Email Address

P03

Submitted By: P01 P01