



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	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	Capital Region Community Service Limited
Service Trading Name	Belconnen Early Childhood Centre
Service Approval Number	SE-00009749
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	Name: P01 P01 Contact phone: P03 e-mail: 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

- I received the complaint on September 7, 2023.
 - The Copy of written complaint and my answer I am sending as attachment in word document.
 - Steps taken for the concerns:
 - The child the mother is referring to is a child who is undergoing a P05. He currently has P05 and is monitored weekly by P01, Special Educator - P05. The specialist and educators in the toddlers room are working with this family to help this child. I am sending a copy of an email I received from this specialist last Monday, after her visit. This email was forwarded to the family and to us. We have liaised with Inclusion Support Services, creating a Center plan, and are in the process of evaluating to obtain a government-funded support educator for the Center to work with educators to ensure the most appropriate strategies are implemented to support all children. He is also starting a treatment with the OT who comes to visit him every fortnight at our centre. As educators, we are doing our best to help this child and we hope that the results of our efforts will appear soon.

The supervision and Ratios: As a Nominated Supervisor of the centre can guarantee that the ratio at our centre is taken seriously and at all times we work within the law. I personally review the ratio weekly when creating the roster and daily consult and confirm the number of children and educators needed. We are committed to enhancing our duty of care towards all children under our supervision. At the end of each week, all directors send their roster's to P01 my Senior Manager for review for the following week.

Communication: I acknowledge that there was a lapse in communication regarding the second incident. We will work to improve our reporting procedures to ensure that parents are promptly informed of any incidents involving their children. I addressed this very issue at our last staff meeting held on 28/08 about supervision and communication. All staff have read and signed off on actions required moving forward.

Hygiene and Illness Prevention: I am forwarding our policies about infection control, Notification of infectious disease and Health within children's programs. Our educators follow that best practices to prevent the spread of infections. Always I report to authorities when is necessary and inform to the parents as well. I understand your concern however; I would like to remind you that the last two months we have been during winter, a period where flu and colds are very common. We work within a social environment, therefore, even with the highest of hygiene practices, there's still a risk of children becoming unwell. Our centre is professionally cleaned daily, we disinfect the toys and wash the fabric objects weekly and in the event of an infection, we intensify this cleaning process.

Please upload any relevant documentation

P01 Complants.docx	E-mails.
Health Within Childrens Programs Policy and Procedure (1).pdf	CRCS Policy Heath and Safety
P01 e-mail.docx	Specialist e-mail
Infection Control Policy and Procedure.pdf	CRCS Policy
Notification of Infectious Disease within Education and Care Programs Policy and Procedure (3).pdf	CRCS Policy

Submitted By: P01



Child Details

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

Contact Details

Name	P01	
Phone Number	P03	
Email Address	P03	