



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	Anglicare Canberra and Goulburn
Service Trading Name	Anglicare at Southern Cross ECS
Service Approval Number	SE-00011292
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 and P01 P01 and 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

06/11/2024 at 7:40pm

Hi P01,

We sent this email to P01 and got a reply referring you as the best contact in her absence.

Hi P01,

P01 told us last week that P01 hurt him. We acknowledged it and said we will ask. No other time was it mentioned to us by him.

Told us again tonight. We were sitting on the couch together And he said "P01 hurt me today". I asked if it happened last week or today, and he said "today".

I asked him where he was hurt, he said "all over" and pointed quickly to many different parts all over his body.

I asked why P01 did this. He said "because I hit someone" and "I was in the bike yard and I wasn't listening".

We haven't had any incident reports or any mention of anything from the class teachers.

Can we please discuss at your earliest convenience as we are very concerned with what P01 is saying to us.

Best regards,

P01 & P01

Following this I (P01 P01 - Centre Director) replied and we had a meeting this morning discussing the issues.

I have also spoken with all of the teaching team and the person who was mentioned. All of them have said they have not seen or physically harmed any of the children, including P01. I have sent a follow up email to the family and waiting for a reply, letting them know what steps I have taken and the outcome to this.

Please upload any relevant documentation

P01's statement 07.11.2024.pdf	P01's Statement
P01's statement 07.11.2024.pdf	P01's Statement
P01's statement 07.11.2024.pdf	P01's Statement
P01's statement 07.11.2024.pdf	P01's Statement
P01P01 - Incident notes from teaching team 07.11.2024.docx	Notes taken
ANGLICARE---Incident-Report (1) P01.pdf	Report

Child Details

Child's Name	P01P01
Child's Gender	Male
Child's Date of Birth	P02

Submitted By: P01 P01



Contact Details

Name	P01	P01
Phone Number	P03	
Email Address	P03	