



213A
EDU

I01 Notification of Incident

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 Incident

Provider

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

Service

Service Legal Entity Name	
Service Trading Name	Anglicare at Southern Cross ECS
Service Approval Number	SE-00011292
Service Approval Status	Approved

Incident Details

Incident Type	Reg 175-Any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service
Incident date	18/08/2022
Incident Time	AM
Did Emergency Services attend?	No
Risk due to	Localised Issue
Please upload any relevant documentation	No documents supplied

Incident Management

Steps that were taken or will be taken to prevent or minimise this type of incident in the future



Detailed description of the incident including nature of risk, time, cause, etc.

The nominated supervisor, **P01**, received an email from a family at the centre. **P01** passed the email to me (ECEC Manager) as she is on leave this week.

The parent (**P01**) has a child, **P01** at the centre. **P01** is toilet trained and has been enrolled with the centre since Feb 2022.

P01 has complained that she is more often than not, picking **P01** up to find her soiled and unchanged. She has been speaking with educators and they check the boards to see that no record of changing or accidents has been recorded.

P01's email content:
Hello **P01**

I picked up **P01** this afternoon just before 4pm and found her how I find her more times than not: Alone in the yard staring in the distance with her pants full of wee and poo that has been there for an unknown period of time. Today **P01** told me there were specific staff shortages and casuals which I appreciate, however this is an all too common scenario when I pick **P01** up. She has been in my care for the last 5 days in a row without any accidents (poo or wee) and has been toilet trained since she turned 2, so to find her time and time again (since she started in Buru) soiled with a red raw bottom is really getting old. I understand the sector/service are struggling, but I still expect that either my child's basic human rights are met, or I get a phone call to pick her up if there isn't sufficient staff available to care for her.

Today **P01** told me that they were understaffed and dealing with another child who needed their attention. **P01** said she asked **P01** (a child) to ask **P01** to come back to the group earlier in the afternoon, however **P01** reported back that **P01** declined. She was not then checked on by an adult. **P01** checked the board for me to see when **P01** was asked last if she needed to go to the toilet, and reported there was no recording of her being asked at all this afternoon.

I'm really at a loss here. I've talked to the educators over many many weeks/months about it (as I'm constantly picking her up and having to clean her before we can leave). Nothing ever changes. I feel like she is quiet and easily triaged last, because her needs aren't as obvious as other children and she is quiet so she is left to her own devices.

I don't even want to send her tomorrow but I have to work so she has to go. I need help figuring out what to do here. We can't go on like this with the service and we need a plan moving forward so that **P01** gets noticed, educators build actual trust and rapport with her so that she isn't soiled every other afternoon I pick her up.

Thanks for your help with this,

P01

ECEC Manager has responded to **P01** via email today 19/8/22. ECEC Manager will check staffing records to ensure we are compliant at all times. ECEC Manager will talk with staff today to ensure steps are taken so that **P01** is adequately supported with toileting. I will check records kept on toileting for 18/8/22 and support the team to revise these if required, or to put in place actions to ensure they are used as needed.

ECEC Manager will be on site on Monday 22/8/22 to further discuss strategies with the team, have oversight of how many casuals are working with us, the roster and inductions for all staff.



Child Details

Child's Name

Child's Gender

Child's Date of Birth

Parent(s)/Guardians(s) Name

Parent's Email

Parent(s)/Guardians(s) Phone

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P01 P01