



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

Service

Service Legal Entity Name	
Service Trading Name	Florey OSHC Program
Service Approval Number	SE-00009674
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	P01 P01 Mobile: P03 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

At approximately 6:10 pm on Monday 11th Oct 2022 P01 came to pick up P01. She was sharing her concerns that P01 is being bullied by another child at school and also in afters. She told me P01 informed her and told her what he did to support P01 but during our discussion she told me it happened before too when an educator P01 P01 (P01 is not working with us anymore) had informed her that P01 was choked by another child P01. I was surprised to hear this as P01 hadn't informed me of any such incident as this should have been reported. I asked mum if she had signed an incident form and she replied, "No".

I informed her that educators have to do incident form for all incidents and parents and guardians have to read and sign. I told her that for next time she should ask educators for the incident forms and let me know if she is not provided with one. I told her that i will follow this up with My manager

P01 has left our organization and doesn't work with us anymore.

I informed P01 P01 P01 about the incident.

All educators will be reading the incident and injury policy and procedures and their responsibility to comply. They will be signing the awareness sheet after reading-I will arrange a meeting to discuss this issue and to communicate with responsible person when incidents occur.

I will make a time to speak with the school to follow up on bullying incidents within the school so that we are more aware of when this is occurring in the future. I plan to follow up with the organisers of our Bungee program, and other support staff within our organisation to arrange for some planned curriculum to combat the increase in bullying within the program in recent weeks. I will also consult with the children about bullying and what it means to them. Moving forward, we will add children's behaviour as a standing item in our monthly staff meetings as well. We welcome any further suggestions from the Regulatory Body.

I will attach further documents tomorrow

Please upload any relevant documentation

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03