



## 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            | Gowrie NSW  |
| Provider Number          | PR-00003468 |
| Provider Approval Status | Approved    |

#### Service

|                           |  |
|---------------------------|--|
| Service Legal Entity Name |  |
| Service Trading Name      | Gowrie Discovery House Early Education and Care Centre |
| Service Approval Number   | SE-40015475  |
| 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** (educator) approached the Nominated Supervisor (**P01 P01**) and informed her she had witnessed two incidents regarding **P01 P01**, with two separate children. **P01** informed the Nominated Supervisor (**P01**) that at the meal table she witnessed **P01** use his hand to grab child **P01 P01** around the base of head, then forced his head to turn towards a fork that contained lunch.

**P01** said that another educator **P01 P01** addressed **P01** immediately and told him wasn't to do that. **P01** replied to **P01** that he (**P01**) needed to at least try the food. He did let go of **P01** when **P01** had spoke to him and **P01** told **P01** to go back to the room and she would finish up lunch.

**P01** informed the Nominated Supervisor she had also she witnessed, within the last hour, **P01** try to get **P01 P01 P01** to pick up some toys that she had thrown by moving her hand towards the grond to pick the toy up. **P01** became distressed and **P01** moved away.

**P01** was removed from face-to-face teaching as soon as the incident with **P01** occurred. The Nominated Supervisor then informed the General Manager and Executive Director of Programs.

The families of both children were informed that day.

The educator has been stood down, and the General Manager has launched an investigation.



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

Complaint form **P01 P01** (educator)

To whom it may concern,

Today while I was with **P01** in the Toddlers during their lunch time I saw **P01** force feed **P01**. **P01** was refusing to eat the enchilada bean mix that **P01** had on a fork and was moving towards his face. **P01** turned away, communicating non verbally that he wasn't interested. **P01** then held the back of **P01**'s neck and pushed the loaded fork towards **P01**'s mouth. **P01** licked it as he was trying to move away. This was also witnessed by **P01 P01**. I told **P01** that while we can encourage children to eat we can't force them, he responded "Yea but if I don't make him he'll never try anything new" I explained that regardless of his justification it wasn't acceptable practice.

**P01 P01**.

Complaint from **P01 P01**

28th of July 2021

Today while the Toddlers had their lunch I witnessed an interaction between **P01** and **P01** that I felt was unnecessary and made me feel very uncomfortable.

As I was washing the children's hands after they had finished eating, I turned my head back towards the tables. At the table I noticed **P01** sitting next to **P01**, **P01** pulled himself away from **P01** and turned his head in the opposite direction to him, **P01**'s facial expression looked unsure and uncomfortable. **P01** placed his hand on the back of **P01**'s neck/ head and turned **P01**'s head back towards the table. **P01** then placed a fork full of food up to his mouth and placed it onto **P01**'s closed lips. This all happened while his hand was still holding **P01**'s head and neck. As the food was paced on **P01** lips **P01** said 'I want you to try the food.' This is when **P01** who was sitting at the same table said 'You cannot force a child to eat.' **P01** replied to her with 'He needs to try the food'. This is when I asked **P01** to return to the classroom.

Follow up-

There were two incidents that happened within an hour. The first one happened while I was leading a group time. As I went to intervene **P01** stepped away from the child and I felt it was more appropriate to follow up with his after I had finished the group time. When I followed up I asked him if everything with him was okay today, which he replied with 'yes why do you ask?' I continued by saying I just wanted to follow up as there were two incidences that I felt he acted forcefully in his interactions towards and with the children. The children also seemed uncomfortable with the interactions. We went through the two interactions and I told him where I felt he was making the children uncomfortable and using force with them. **P01** didn't believe that he acting in a way that was unfair to the children. **P01** response to his interaction with **P01** was 'he just needs to try it he might like it.' I replied with 'We can not force a child to eat they will eat if they want to.' In response to an incident that happened in the room before lunch he replied with 'I had cleaned the room and she kept throwing the toys.' I replied with 'I understand it is frustrating but you can't physically force a child to do anything. **P01** was distressed and needed moment. The conversation ended with **P01** not understanding how his actions were forceful and inappropriate towards the children



Please upload any relevant documentation

### Child Details

|                       |                       |
|-----------------------|-----------------------|
| Child's Name          | <b>P01</b> <b>P01</b> |
| Child's Gender        | Female                |
| Child's Date of Birth | <b>P02</b>            |

### Child Details

|                       |                       |
|-----------------------|-----------------------|
| Child's Name          | <b>P01</b> <b>P01</b> |
| Child's Gender        | Male                  |
| Child's Date of Birth | <b>P02</b>            |

### Contact Details

|               |                       |
|---------------|-----------------------|
| Name          | <b>P01</b> <b>P01</b> |
| Phone Number  | <b>P03</b>            |
| Email Address | <b>P03</b>            |