



**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 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

P01 asked for a spot for her child P01. She explained that P01 has additional needs and has been diagnosed with P05. She explained that P01 will not drink in front of her peers and will need to have one on one time with a teacher while she has a drink and something to eat every two hours. We advised that, "The concern is that the other child cannot be left without close supervision (even 5 minutes) and it won't be possible to take an additional educator away as that would reduce the ratio and supervision for the entire room."

P01 (the director) said that she is happy to work with the educators and support them with P01's drinking when she is available, but this won't always be possible due to her job responsibilities."

P01 wrote back "Hello
Can we do Thursday at 430 instead?"

I'm not sure this is going to work, but we will come in and have a chat."

Our response "Hi P01,
Yes, Thursday at 4:30pm works for me."

If you are unable to find a service that works for P01 it may be possible to get in-home care with CCS. There is information regarding this here: In Home Care eligibility - Department of Education, Australian Government."

P01's response:
"That is too far."

Inclusion support is NOT 1 on 1 support. By offering this other child 1 on 1 support Anglicare is discriminating against P01. Who required the reasonable adjustment of 5 minutes by herself every two hours to drink.

I am sick to death of daycares not doing as they are meant to.
She is a lovely little girl who wants to participate in society not be discriminated against.
I am going to take this further also"

For now we have left it and are happy to see if she comes to meet with us on Friday at 4:30pm as originally planned

Please upload any relevant documentation

ANGLICARE - Incident Report43016.pdf

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Contact Details

Name

P01 P01

Phone Number

P03

Email Address