



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	
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 P01 P01
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	From: P01 P01 <P01> Sent: Thursday, 8 September 2022 8:08:21 PM To: P01 P01; P01; P01 P01 Subject: P01 P01 Hi P01 P01 P01 Thank you again P01 and P01 for taking the time to discuss P01's wellbeing at Preschool, it is greatly appreciated. Due to another physical incident occurring this afternoon, we are very concerned for P01's safety and wellbeing across both services with this child, and would appreciate a meeting with you all ASAP please. Today, P01 was notified via phone of an incident involving P01 and a child in his Walga day care class. It was reported that P01 had been hit on the ear/side of head with a stick during play. The incident was not seen by an educator but was brought to attention due to P01 yelling out. P01 did not tell the educator what happened so it was documented

Submitted By: P01 P01



in the incident report as unknown.

At pick up this afternoon, I reviewed the incident report and it was reflective of what was reported to P01 earlier today. The incident was not observed by an educator, and the child involved was listed as being unknown. P01 came up to me and I asked him the usual, "How was your day mate?" and his response straight away was "P01 hit me in the ear with a stick". I asked why would P01 do such a thing, his response was, "I (P01) threw a dinosaur over P01's Jungle, I went to grab it and P01 stopped me and hit me".

Following this, I asked to speak to the Walga educator who made the report, to which P01 kindly came inside and spoke with me, reporting on his knowledge of the Incident (identical to what was detailed in the report). Whilst P01 was present, I asked if P01 told the educators who hit him and what happened, following this, P01 turned away and didn't answer. I told P01 that P01 had said that the child involved in the incident was P01. P01 confirmed P01 was playing with P01 at the time of incident.

After we left to walk around to pick P01's sisters up from day care, I asked P01 again "why he didn't tell the educator who hit him and what happened". I also asked P01 "Are you scared to get your friend in trouble with the teachers?" and his reply straight away was "No, because I am scared that P01 will get angry and hit me again".

As you are all aware, this isn't an isolated incident, having had previous emails, calls, and meetings across both services which have detailing verbal interactions we (P01 and I) have had with P01 regarding incidents with this child at school and at day care (Walga/Before School Care/After School Care). We have also witnessed P01 come home with unreported injuries (bruises, grazes) that have occurred during altercations with this same child at school/day care following P01 comments.

I appreciate this is a difficult situation but P01 and I want to make it clear that we are concerned for P01's safety and wellbeing, as incidents of this nature are frequent and often "not observed" by an educator.

We would appreciate a meeting with you all ASAP, to discuss what further interventions will be implemented across both services to ensure P01 is safe during his time at school and all Anglicare Services.

I would appreciate a follow up phone call tomorrow if possible to discuss the plan for next week.

Regards,

P01

Following the complaint from P01 P01 regarding the safety of his son P01 P01, P01 P01 (Educational Leader) spoke to P01 of the phone to discuss possible options for ensuring P01's ongoing physical, emotional and psychological safety during his time at the service. P01 also had conversations with one of the educators that works closely with P01 (the rest of the team were unavailable at the time and will be included in the conversations as soon as practical). Both educators and P01 acknowledged that the two children get on well the majority of the time and like spending time together, however it can become volatile at a moments notice. It was suggested by P01 that a safety plan could be used with P01 to support him in communicating to educators when he needs some space and/or

support. **P01** noted that similar strategies had been implemented by the school already and had worked for a short time but that he felt it was not reasonable to expect **P01** to always have to advocate for himself when he needed space. **P01** will have further conversations with all members of the team to explore further strategies within the space. The service and the school are also working closely with the family of the other child (**P01**) to support them in getting an NDIS plan in place for **P01** to ensure we can support his needs in the best possible ways. Educators have/will be reminded of the importance of keeping extra close supervision on the interactions between these two children and to identify when it may be necessary to divert their play to avoid any escalations.

As noted in his email, **P01** would like to organise a meeting between them (**P01**'s parents), the school and the early learning centre to further discuss strategies moving forward. **P01** will coordinate with the school and the family to organise a time for this to happen.

Please upload any relevant documentation

Child Details

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

Contact Details

Name	P01 FP01
Phone Number	P03
Email Address	P03