



**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	Goodstart Early Learning Ltd
Provider Number	PR-00001129
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	Goodstart Early Learning Garran
Service Approval Number	SE-00009782
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	Name: <b>P01 P01</b> Contact Details: <b>P03</b>
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	Child: <b>P01 P01</b> Gender: Female DOB: <b>P02</b>
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	<p>On 12 November 2020, Goodstart Centre Support received a parent complaint from <b>P01 P01</b> (see below). The parent has multiple concerns surrounding the care of her child. The Area Manager (<b>P01 P01 P03</b>) has been made aware of the complaint and will determine the next steps.</p> <p>Centre: Goodstart Garran Date of Query: 12/11/2020 Query Received: Email - Reception Query Reference Nr: 69688 Customer's Name: <b>P01 P01</b> Child's Name: <b>P01 P01</b> Customer Contact Details: <b>P03</b> Query Details: Hi <b>P01</b>, I have just realised my recap email following</p>

Submitted By: **P01 P01**



our last meeting (in late Aug/early September) didn't send. I'm sending an updated email now. I'm sure you can understand given the nature of my concerns and the change in P01's behaviour and reluctance to attend childcare at the time, I want to make sure they are captured, and we can confirm an action plan going forward if P01 is to continue on at the Garran centre. As discussed, we were concerned about the following: 1. P01's relationship with career P01, due to the conversations P01 has repeated to us that she seems to have with P01 regularly such as; P01's life outside of childcare - P01's car, what it looks like, P01's home, telling us once when asked how her day was, that she 'didn't go to P01 house' (very abruptly). o She has also come home with pictures from art & crafts from P01 and emphasised that it was a special drawing from P01, especially for her "her special one, no one else's". o It's concerning that the picture that is painted to us through P01, is that it appears they were spending more time together than she does with the other careers and the time she is in P01's care, the conversations that are being had are of P01's personal life outside childcare. I understand the need to build rapport with the kids, however, I do not feel that these are appropriate things to be discussing and she should not be made to feel more special than the other kids by her careers. She does not mention these things about any of the other careers. o We also understand that P01 only floats between rooms to cover breaks and is not full time in P01's room, so it seems odd that it appears he is the main career she spends most of her time with/talks about the most. 2. As discussed in our meeting, P01 on numerous occasions (during June/July) had complained of sore private parts. When asked why they may hurt on one occasion she responded "that someone at school touched them" and when we asked who, she answered: P01 put her mouth there". This of course is hard one to navigate but very concerning as this seems like a very odd thing for her to say. I'm unsure if P01 was/is in the preschool room at the time...? 3. P01's relationship with classmate P01. o We are concerned as this seems like a turbulent relationship that is not having a positive impact on P01's behaviour and time at childcare majority of the time. Since our conversation, it has come to our attention that P01 is often in trouble due to following the bad behaviour of P01. She also tells us often that P01 bullies her with name-calling which makes her very upset. o She has communicated to us on numerous occasions that she wants help to make new friends but she doesn't know how or who to be friends with. It seems that P01 is a dominating personality and P01 finds it hard to make new connections in her company. o P01 also often refers to the other kids as babies so she may also be feeling like P01 is the only other one in her room at a similar mental age for play and an indication she is ready to move up rooms. Next Steps: 1. You mentioned you were going to address the team about the 'appropriate conversations' during your 'appropriate touch' training. Can you confirm if this has been addressed and what the outcome was/is and confirm the centre's appropriate touch guidelines. 2. We want to ensure P01 is maintaining a professional relationship with P01. Since our conversation, has this been monitored? 3. I have witnessed on multiple occasions children sitting on P01 lap in the room reading books and at the arts and crafts table. Can you confirm this is appropriate, as my understanding was that appropriate physical touch was around positive reinforcement such as pats on the back or for comforting such as a hand on arm or back? Please confirm. 4. Until advised otherwise, P01 is not to be left alone in P01 care and we do not want him to assist P01 with toilet/personal care if she needs assistance. 5. In regards to her relationship with P01, since our meeting, I have spoken with P01 & P01 however, I would like to formalise this. P01 has been asking for help to make new friends and I've requested that P01 continues to get help navigating/forming new connections so that her whole day is not spent with P01. P01 & P01 had been ensuring P01 was involved in alternate activities to divide her time between other children and we did notice a change in P01's behaviour on those



days. However, it's unclear if this has continued. I can discuss with them directly again, however, can you please ensure this is monitored and continued to ensure P01's time is not just spent with only P01? Kind Regards, P01  
Assigned To: Centre Director

Please upload any relevant documentation

## Contact Details

Name P01 P01

Phone Number P03

Email Address P03