



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 Franklin Early Childhood School
Service Approval Number	SE-00014231
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 (father) P03 P03 P03 P01 P01 (mother) P03 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

Educator involved in this allegation is **P01 P01** (**P01** Employed with Anglicare from January 2013. **P01** is the room leader of the Possum class that **P01** attends on Wednesday & Thursday for a full day and Monday & Tuesday for after preschool care. **P01** attends Franklin Preschool Monday, Tuesday and Alt Wednesday.

At 11:30am today (Friday 21.07.2023) **P01** and **P01** arrived at the Centre to meet with me regarding a concern they wanted to raise.

Below are the main points discussed during the meeting:

- Around one month ago, **P01** told **P01** and **P01** she was kissed by an Educator in the service, **P01**
 - This was shrugged off and not much thought went into it thinking it was on the cheek also had never happened before
 - **P01** has reported to **P01** and **P01** on other occasions that she was kissed by **P01**
 - On Thursday 20.07 **P01** again reported being kissed by **P01**
 - **P01** asked **P01** to show her how this occurred
 - **P01** demonstrated by kissing **P01** on the lips and bit her lip
 - **P01** asked **P01** why she bit her lip. **P01** said that's how **P01** did it
 - **P01** has not wanted to attend due to this as she doesn't like it and feels uncomfortable with it
 - **P01** told **P01** she asked **P01** to stop and it happened again
 - No other concerns have arisen aside from this over the past (roughly) month
 - The request was made to cease all bookings for **P01** from Thursday 20.07.2023
 - The offer to move **P01** to another classroom was kindly declined
 - **P01** had asked if there is any assistance that can be given to find alternative care, a possibility is looking into transferring to our Belconnen based centre pending availability and preference of **P01** & **P01**
 - P01** expressed his concerns over this matter in regard to the safety of his daughter. He also expressed that they did not want anyone to get in trouble unnecessarily but they feel the need to raise the concern on their daughters behalf so it can get looked into.
- I explained the next steps to be taken in regard to investigating this matter.
- P01** enquired about any assistance that may be given to finding alternative care, **P01** felt strongly that she does not want **P01** to remain at the Centre. A possibility will be looking at a transfer to our closest Centre, Scullin (pending availability)

Steps to be taken:

- The concern has been reported to Anglicare ECEC Manager, **P01** **P01** **P01** via phone
- Internal ISOPRO report has been lodged, to be reviewed by ECEC Management and CEO pending reportable conduct investigation
- I am waiting for advice from our HR team in relation to standing down or meeting with the staff member pending investigation into this matter.

Please upload any relevant documentation

Follow up email to P01 and P01 21.07.2023.png	Email sent to P01 and P01 following initial meeting
ISOPRO Report- P01 21.7.2023.pdf	Anglicare Internal Report



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03