



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 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	
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	02/09/2020 This is a copy of the email we received after speaking directly with the parent. Good afternoon, I am writing to address an incident between a staff member and child that I witnessed upon collecting P01 from care this afternoon. At around 4pm 2/9/2020, I was in the Munjawari yard, speaking with P01 about P01 's day. I heard from the bike yard area a raised voice, and looked over to see P01 quite aggressively lifting a clearly

Submitted By: **P01** **P01**



resistant child by his arms to the gate between yards. Using her body, she pushed the child through the gate and moved him to sit against the fence, the child clearly very upset. He then put his arms back through the gate as she tried to close it, only just stopping to push him back through the gate with her arms and then foot and close the gate, walking away clearly frustrated.

I then looked at P01 and she said "we are really struggling with P01 and she proceeded to calmly go over, speak to the child at his level and this is when I walked past them to leave the yard and came directly to you.

I don't believe that any child, whether they are children who have additional needs or any child for that matter, should be handled in this manner. If there was a situation that required assistance by others, not once did anybody call out to P01 while we were speaking.

I am still shaken by what I witnessed, and as I noted to you at the time, and not sure how I can feel comfortable bringing P01 to the centre if that is an accepted way for children to be treated by their educators. I do not at all believe every educator, Teacher or staff member treat the children this way, but you must understand how this felt to see.

Happy to discuss further and trust appropriate action will be taken.

Truthfully,

P01 P01

Immediately P01 Nominated Supervisor called our Executive manager P01 P01 asking for advice on what to do next. P01 advised P01 to speak with the educator in question P01 P01 to let her know that a serious allegation had been made against her, and to stand her down immediately pending further investigation. We then moved educators around to remain compliant in order for the person who was involved directly in the incident P01 P01 to have a meeting with the nominated supervisor P01 P01 and Educational Leader P01 P01 in the office.

P01 informed P01 that a serious allegation had been made against her due to two witnesses of an incident in the Munjawari preschool space this afternoon at around 4.00pm.

P01 P01 was stunned and was not able to relay such an incident happening in the afternoon.

P01 did not divulge any details other than an allegation had been made. P01 said that an investigation would occur following this and we would be in touch with her to organise a meeting in the next few days pending information of the investigation.

P01 is stood down from her position of lead educator in the preschool classroom until further notice.

Please upload any relevant documentation

Details of Complaint and allegation from P01 Details of complaint from P01
P01 Nominated Supervisor.PNG

Submitted By: P01 P01



Details of email with parent complaint of incident witnessed 2.9.2020.PNG	Email copy of complaint from parent witness 2.9.2020
Responsible Person Register 2.9.2020.jpg	Responsible Person register 2.9.2020
Responsible Person Sign 2.9.2020.jpg	Responsible Person Sign 2.9.2020
Working Directly with Children Record P01 2.9.2020.jpg	Working Directly With Children Record P01 2.9.2020

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01