



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Forrest Early Education and Care Centre
Service Approval Number	SE-00009775
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 [REDACTED] P03 [REDACTED]



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

On Wednesday 6/11/24 morning at 10am I was alerted by an educator, who was notified by the parent they were concerned after picking up their child(**P01P01P02**) yesterday 5/11/24 at approximately 5.40pm that the final nappy was not secured appropriately and family noticed when they arrived home, to their child having a bowel motion which had fallen out into the child's pant leg.

I then immediately:

On notification :

- Discussed with the educators within the toddler pod and the late educators from 6/11/24 what had occurred
- I informed the educators we will be conducting nappy training together as team in a collaborative approach at our next pod meeting on 2/12/24 to assist with understanding of the process for new team members (however we understand toddler do adjust their own nappies)
- We discussed strategies in an informal brief discussion with the educators within the toddler pod to check each child's nappy and pants before a child's departure with each family present to assist respectful and reciprocal partnerships with health and hygiene practices where possible

- I phoned the family (Mother **P01**) to discuss their concern and discussed our reflective strategies moving forward: To conduct nappy changing training with all educators and to have this as part of our induction with casuals and new educators, we apologies any inconvenience occurring and the health and wellbeing of the child was important to us , we discussed the time of the last nappy change occurring approximately 4.30pm however we also discussed how toddlers do adjust their own nappies as they begin to progress towards toilet awareness .

We will continue to:

- To reflect on our practices
 - Talk to the educators about nappy changes and processes to suggest when displaying signs to support families/ child during this transition to toilet awareness
 - Reflection on the process within the environment, routine and best practice to complete tasks eg time of day to do nappies
- Continued reflection and addition to practice after event:

- Revision of nappy changing practices to reviewed with all educators throughout the coming weeks November/December
- Ongoing informal conversations with family involved in siltation to reflect on circumstances

Please upload any relevant documentation

Documents to be submitted later.

Child Details

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

Contact Details

Name	P01P01
Phone Number	P03

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



ACT
Government
Education

Notification Number: **NOT-0008842**
Date generated: 6/11/2024

Email Address

P03

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