



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	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Forde
Service Approval Number	SE-00009804
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 and P01 P01 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Female P02



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 25 August 2020 the nominated supervisor received an email from P01 P01 requesting an urgent meeting with the centre leadership team. P01 notified the nominated supervisor of an incident that involved her daughter, P01 P01, and 2 male peers. P01 noticed during bath time P01's vagina appeared red. When questioned, P01 informed her parents that 2 male peers asked to see and touch her vagina.

The nominated supervisor met with P01 on 26 August at 12:17pm to discuss the concerns raised in P01's email in relation to the alleged incident. P01 confirmed P01 had a scheduled Doctors appointment on 26 August 2020 where P01 was assessed. Doctors confirmed there were no internal abrasions but due to the redness underwent testing for a UTI.

The nominated supervisor notified the portfolio manager P01 P01 and a full internal investigation into this incident is underway. The nominated supervisor contacted Child Protection and Youth Services on 26 August 2020 and spoke with the officer P01 in regards to this incident. The nominated supervisor also spoke with Inclusion Support P01 in relation to the incident as P01 has a diagnosis of P05 and how best to support P01.

The service is continuing to investigate the alleged incident and will provide the family with an update at the conclusion of the investigation. The service will be linking with Child Protection and Youth services to provide a support network for the family. Educators to review the supervision, child protection, child safe curriculum and risk management using the self-reflection tools to review and enhance the services practices. Educators to review the child protection policy. The service to review the centres Strategic Inclusion Plan and work closely with Inclusion Support to support P01 on her return to the service.

Please upload any relevant documentation

Email Correspondence Re_ URGENT_ P01 incident at daycare.pdf

Email Correspondence

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03