



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

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| Provider Name | North Belconnen Community Association Incorporated |
| Provider Number | PR-00005854 |
| Provider Approval Status | Approved |

Service

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|---------------------------|--|
| Service Legal Entity Name | |
| Service Trading Name | Flynn Early Childhood Education Centre |
| Service Approval Number | SE-00011291 |
| Service Approval Status | Approved |

Complaint Details

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| 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: - Name of child/children, gender and date of birth to whom complaint relates (if relevant) | P01 [Redacted] - Male P02 [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

A discussion was raised with P01 the Service Educational Leader, via phone call on 26/10/2020. It is alleged that one of the service educators, P01 P01 breached the confidentiality and Privacy policy by discussing aspects of P01 (child) day with people outside of the centre. It is alleged that P01 made comments in relation to P01 parenting abilities. She also alleged that P01 had told P01 the father, that she was planning on relocating herself and P01 interstate.

The mother, P01, alleges that P01 P01 has been spreading information about P01 and herself to P01 father, P01 P01; father was recently removed from P01 enrolment record at his mothers request, as she indicated that there were 'issues' surrounding their relationship and the P01 disengagement with P01.

There are no current apprehended violence orders or domestic violence orders nor any parenting orders in place within the family that we are aware of.

P01 informed P01 that she would pass this information onto P01 P01, the Centre Director as soon as she is at the centre. P01 P01 advised P01 that she would keep P01 at home for the day, and will be available to discuss this further.

This information was passed on to the North Belconnen Community Association (NBCA) CEO, P0 P01 and the centre's Assistant Director, P01 P01 who conducted the meeting in P01 P01's absence (P01 was required to attend a pre-planned meeting outside of the centre)

A meeting was held between P01 P01 P0 P01 (NBCA CEO) and the centre's Assistant Director, P01 P01, to ascertain P01's version of events. P01 confided that her best friend is dating P01 P01 father. P01 also admitted to passing on what she referred to as 'general' information to P01, such as P01 day activities and other general details that the father knew already.

P01 reminded P01 of the NBCA Confidentiality and Privacy policy, and her duty of care to P01 and his mother.

During the meeting P01 was advised that she would be immediately removed from the room that P01 is currently in, as this allegation presented a conflict of interest. P0 P01 contacted P01 to inform her of the meeting that was conducted with P01 P01 and the plan moving forward.

P01 attended the centre on Tuesday 27th October 2020.

All staff will be reminded to review the Confidentiality and Privacy Policy as well the Duty of Care policy in light of this allegation. An email will be sent out immediately to all staff.

The Director, P01 P01 will ask the NBCA Management Committee to review the Confidentiality and Privacy policy to ensure that it includes the statement 'general information about children and families is not provided to people outside of the centre'.

Please upload any relevant documentation

Contact Details

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|---------------|---------|
| Name | P01 P01 |
| Phone Number | P03 |
| Email Address | P01 |

Submitted By: P01 P01