



## 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 Wanniasa
Service Approval Number	SE-40004191
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 Contact number: P03 Email: 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

On Friday 6 June 2025, P01 p01 sent an email to the centre raising concerns regarding P01's health and safety. The concerns relate to nappy changing practices over the preceding two days. In the email P01 reported that P01's grandparent had collected her from the centre on both days and observed that P01 appeared not to have had her nappy changed. P01 noted that P01 was dropped off at the centre wearing a Minnie Mouse branded pull-up and upon returning home was still wearing the same pull-up which was extremely saturated with urine. On Friday the grandparent discreetly marked P01's pull-up to monitor whether it would be changed during the day. At pick-up P01 was found to have been changed but the pull-up she was wearing was reportedly heavily soiled with faeces dried on her leg, indicating a delay in changing. The parent also clarified that P01 is not toilet training and requires regular reminders and assistance for toileting and nappy changes. In addition she noted that she has provided her own wipes due to P01's allergy to the centre-supplied wipes. P01 has requested that her concerns be escalated and formally investigated. Further details are available in the attached email correspondence.

**Immediate Actions Taken:**

Following receipt of the email received, all information was documented into a Besafe complaint report. The Nominated Supervisor immediately spoke with educators to obtain further information and a review of the nappy chart was undertaken. A review of information identified P01 was changed three times on both Wednesday and Thursday. Educators observed that P01 has been using the toilet independently on occasion. Since P01 recently transitioned from the Toddler room to the Preschool room educators are continuing to monitor and support P01's communication around toileting needs. A team meeting was held (meetings minutes attached) and educators reminded of the importance of ensuring children's individual nappy change and toileting routines are continuously supported. The Assistant Centre Manager called and spoke with P01. The centre is continuing to maintain communication with the concerned parent to ensure the concerns raised are appropriately addressed.

Please upload any relevant documentation

ENROLMENT FORM.pdf	Enrolment Form
Meeting_Minutes_Toilet_Transition_10June 2025.pdf	Team Meeting Minutes
NAPPY CHANGE CHART 5TH JUNE 2025_1.pdf	Nappy Chart 05/06/25
NAPPY CHANGE CHART 5TH JUNE 2025_2.pdf	Nappy Chart 05/06/25
NAPPY CHANGE CHART 6TH JUNE 2025_1.pdf	Nappy Chart 06/06/25
TEACHER_EDUCATOR LOG 5TH JUNE 2025 1.pdf	Nappy Chart 06/06/25
TEACHER_EDUCATOR LOG 6TH JUNE 2025.pdf	Educator Room Log
P01 p01.JPG	Parent Email
BeSafe P01 p01.pdf	Complaint Report

## Contact Details



**ACT**  
Government  
Education

Notification Number: **NOT-00165376**  
Date generated: 10/06/2025

Name	P01	P01
Phone Number	P03	
Email Address	P03	