



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	Tuggeranong Town Occasional Childcare Centre Incorporated and Tuggeranong Town Occasional Childcare Centre Incorporated
Provider Number	PR-00008306
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Stardust Childcare Centre
Service Approval Number	SE-40002141
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 P01 P01 - P03 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 P01 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	Complaint Received (emailed Sat 13/03/2021) Received Monday 15/03/2021 P01 P01 Tuggeranong Town Occasional Childcare Centre Stardust Childcare Centre – Long Day Care Anketell Street Tuggeranong, Australian Capital Territory 2900 Date: 13th March 2021 Dear P01 RE: P01 P01 P01 DOB P02 I have had P01 in your care since 13th January this year (2021) and I have had no faults in the service provided until a recent situation causing me to have great concern with the centre and the policies and procedures in place to protect/care for my children. On Thursday 11th March 2021, P01 was in your care from 8:13AM until collected by P01 P01 (father) at 2:58PM. I received a phone call at 2:04PM to which I was unable to answer. I have not

Submitted By: P01 P01



answered a phone call from the centre a few times in the last month, as previously advised, my new role does not enable me to do so. From this phone call I was left a voicemail stating, "call me back when you can", listening to this I had no concerns as it was not requiring an urgent response. I sent this voicemail to his father to contact Stardust Childcare and follow up the reason for the call.

No other of my four emergency contacts were contacted during this time and no urgency came from the centre during this time. I received a notification on my Seesaw to notify me that P01 had blue lips and that he was otherwise fine and no concern just a general question as to whether this happened often.

This has never happened. At this point I was angry/upset/concerned for my child's health/safety, his father collected him after contacting the childcare to be told over the phone "if you want to come and get him you can but, he is okay now".

When he arrived, he was told that when his nappy was being changed his hands and feet went cold, his lips turned blue and he looked drowsy – this was the only information provided, verbally. No incident report was made for him to sign or read for more information as the educator involved had gone home.

P01 was taken to hospital immediately after leaving the care of Stardust Childcare and treated by a doctor who was also concerned about how his breathing was at the time, how long he was drowsy for, what was happening afterwards etc. all information, important information that was not given to us as parents when collecting our child. I am completely disappointed in the care my child received and the procedure that went on following this event.

I have many questions regarding the future care of my child and his wellbeing while being at this centre. I would like to arrange a meeting with the director of the centre, the educator/s involved in the situation and the leader/person in charge of the Toddler room at the time.

I look forward to your response.

Regards P01 P01 (Mother) P01 P01 (Father)

P01 (director) responded to P01's email this morning and gave her 3 times when she and P01 could meet to discuss the issue. She has chosen Wednesday 17th at 5.15 to enable enough people to be on the floor whilst this discussion is happening. Stardust believed that we could not phone mum on the one day that she told us this. We were not under the belief that this was ongoing. However she is able to access messages and Seesaw and respond to these on her phone. That is why we contacted her via these ways.

P01 was questioned on Thursday and did not want the Incident form to be written for him to take to the hospital. He was given the information verbally and the incident form was written Friday morning by 8.45am when the educator returned to Stardust for her next shift. She had left promptly on Thursday for an appointment. This morning Monday, P01 chose not to sign this form and rang P01 to tell him not to sign it also.

Today Monday 15th March 2021 P01 presented after eating his lunch with blue/purple lips. P01 managed his wellbeing whilst P01 rang 1. Dad - no answer, 2. Mum - no answer 3 - started ringing grandmother when dad rang back. P01 rearranged his work to collect P01 to again take him to the hospital.

P01 was given a copy of the Thursday incident and today's incident form to take with him to the hospital. We were able to reassure him that even though it sounds bad, that P01's breathing was never impaired during either episode.

Please upload any relevant documentation



P01 P01 Complaint.pdf	Complaint
P01 response to Complaint.docx P01 P01	Complaint Response

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03