



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	TAK Operations Pty Ltd
Provider Number	PR-40015589
Provider Approval Status	Approved

Service

Service Legal Entity Name	TAK OPERATIONS PTY LTD
Service Trading Name	Genius Gungahlin
Service Approval Number	SE-40001554
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 P03 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

30/7/2024

At approx. 9:25am, P01 (team member, commenced 29/7/24), mother of P01, DOB P02.

P01 approached the front counter and Advised P01 P01 (nominated supervisor) that her daughter was red, she noticed a scratch in her vagina area last night and cream in the area. Drawing a picture on a post it note. (drawing attached)

The child attended the service from 2:44pm to 5:52pm, the child was at home in the father's care during the day. Record attached.

The child was changed whilst at the service at 4:06pm, her nappy was wet and during this change the child was not wiped. (record attached) this is noted in P01 interview statement (record attached). P01 also wore gloves whilst changing the nappy (this was stated in the ROD's record attached).

Actions Taken:

Have spoken to the parent and advised that i would follow up with all team about ensuring they are taking following the correct nappy change procedures when changing all children within the service. Team memo will be sent to all team on the 31.7.2024.

The service will contact reportable conduct to see if this falls under reportable conduct scheme.

Please upload any relevant documentation

ROD P01 30.7.24.pdf	ROD
ROD P01 31.7.24.pdf	ROD P01 31.7.24
Image.jpeg	Parent Picture
P01 nappy change log.jpg	Nappy Cream permission
P01 sign in and out times.png	sign in and out

Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03