

### Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to [complaintsCECA@act.gov.au](mailto:complaintsCECA@act.gov.au)

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

## Direct Complaint Form - Online

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| Direct Complaint Form - Online   |  |
| Date completing form:  | 17/11/2023   |
| Time completing form:  | 11:13am  |
| Your full name:  | P01 P01 P01  |
| Date of birth  | P02  |
| Contact details:<br>(phone and email)  | ph: P03<br>e: P01 P01  |
| Service to which the complaint relates?  | Artemis Early Learning Centre.   |
| Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why? | Yes. This has been an ongoing issue and the Centre has since informed me that they will be cancelling my son's care.   |
| Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?     | My son has attended this service since 8-10months old, totalling 2+ years he has been in attendance.   |
| Date/time of incident/ issue to which the complaint relates. If unknown,   | The main incident leading to this series of events took place on Friday 10th November 2023. Communications and outcomes relating to this incident are still ongoing. |

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| approximate timeframes?  |   |
| If delay in reporting, reasons for delay?  | Delay has only been a matter of days as I have been left without care and have had to take time from work to attempt provision of alternative care arrangements.  |
| Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?   | P01 P01 .   |
| Age of Children (DOB if possible and relevant?)  | P02 (3yrs)  |
| Name of educator(s), staff member(s) or other persons involved?  | <p>P01 P01 - centre director<br/> P01 P01 - owner/proprietor<br/> P01 - room leader<br/> P01 P01 - Assistant director</p> <p>lack of provision of report documents leaves me unsure of who else may have been involved in the initial incident.</p>   |
| <p>Details of the incident/issue:</p> <p><i>Consider details such as:</i><br/> <i>What happened?</i><br/> <i>Where did it happen?</i><br/> <i>Has it ever happened before?</i><br/> <i>Has it happened to anyone else?</i><br/> <i>Who was present?</i><br/> <i>Who was involved?</i><br/> <i>Have you discussed the incident/issue with anyone else?</i><br/> <i>Has any action been taken?</i></p> | <p>At approx. 10-1030am on Friday 10th November, I received a phone call at my work place from centre assistant director, P01 P01 who informed me she was placing this "coutesy call" to advise that my son P01 had been invoved in an incident. The information provided was that P01 had been "very distressed" and has hit his head several times against the large glass sliding door leading from the Junior Preschool room to the outdoor yard, causing the glass to break. P01 continued to explain that P01 had been moved away, she explained precautions taken to secure the door from the children, etc. Not until I interrupted her and asked if P01 was ok was I informed "yeh, there doesnt seem to be any signs of concussion." I attempted to obtain further information regarding his wellbeing, if he was settled now, etc. but was not provided further clear updates, only being told that an educator named P01 (unknown to me) is "staying with him now". This resulted in myself having to leave work, quite panicked, to attend the centre in person to check on my son. On arriving in the car park, i could visually see my son sitting on the ground outside, by himself, crying. Not until staff saw me exit my car and approach did i see members of the managment team, P01 and P01, attempt to comfort and calm P01. When entering the service, i found members of management team, P01 and P01, in the Preschool room to ask them what had happened. They advised P01 had wanted to play with his</p> |

water bottle and was not allowed, causing the distress and led to his headbutting the door, twice, breaking the glass. They continued to discuss P01's lack of following directions, and always wanting to play in the water. I expressed my concern with the nature of the phone call, and seemingly lack of concern for P01's wellbeing, to which they agreed that had not been well handled, but then quickly returned to their own personal conversation about how to secure the glass door and which route to take the children in to avoid the area, etc. At this point I did not feel comfortable in leaving my son in their care and took him from the centre for the day.

I was contacted that afternoon by the centre, and requested to attend a meeting the following Monday to discuss P01's behaviour, to which I happily agreed, having attended many of these meetings previously to ensure we are all working towards the same goals for P01.

On the Monday, I was very unwell, and rescheduled for Tuesday at 12pm. On arrival, I was met by centre director, P01, P01 and informed we were waiting on "P01", who joined us in the office shortly after. This turned out to be the owner of the centre.

Very much to my surprise, the meeting was not based on the strategies to assist P01, but instead I was made to feel quite uncomfortable as P01 began telling me that P01's behaviour has gotten worse, despite all other reports I've received, and that he was now too "big and strong" to be able to manage, and that unfortunately the centre would no longer be able to continue his care. When I enquired, I was told they would allow 2-3 weeks to find alternative arrangements. I was incredibly upset and shocked, I was lost for words, and I ended the meeting, only just making it out the front door before bursting into tears. My partner attended the service about an hour later to retrieve our son as we were not comfortable in having him stay there under the given circumstances and feared for his safety and possible further exclusion.

Myself and my partner received an email the following day from P01, which was contradictory to some of the information that I was provided during this meeting, as well as quite insulting. The email and our response will be attached to this form. The email response also mentions our concern regarding lack of educational documentation and inclusion of P01 within the centre, as required, let alone the inclusion of his additional needs.

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| <p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>                                | <p>I noted visually, based on the cracking pattern of glass that this door was not fitted with safety glass. Not until the following Tuesday did my partner take photo's, but the door had remained untouched since the incident. Yes, photo of the damage will be attached.</p>   |
| <p>If necessary would you be prepared to make a statement?</p>  | <p>Yes.</p>  |
| <p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p> | <p>My son, at 3yrs old, is too young for formal diagnosis, although we are expecting future P05 diagnosis. Due to this, he has been assessed and receives substantial NDIS funding to engage in Occupational and Speech therapies on a weekly basis, as well as numerous other appointments with all range of Doctor's, specialists, assessors, therapists, etc. to ensure most effective management of his behaviours and assist with his P05.</p> <p>In relation to this, I am very diligent in communicating all his needs with the daycare centre, i provide them with all reports and behaviour plans, strategies and provide resources as suggested and required from his therapists to assist P01. His behaviours, since very young, have included P05.</p> <p>While there have been challenges, the educators in his rooms have always shown their support, and have assured me of his improvements and most importantly, their ability to redirect these incidents into positive experiences for P01 to ensure his physical and emotional safety.</p> <p>When i have had concerns that my son's needs were not being met, i took it upon myself to research and provide information to the centre regarding the Govt. funded Inclusion Support Program, for which i asked for and attended a meeting with the centre to explain and filled out permission forms for them to apply for extra funding for an additional staff member to assist P01 daily. I had further progress reports, and management plans assessed and created for P01 with his therapists as supporting documentation. This was all agreed to, but months later have heard nothing more of this plan, until this incident arose and i questioned the progress of the last meeting. It seems that nothing had been done about making these applications to apply for any further resources, and was only</p> |

acted on after the incident arose.

The content and outcome of the meeting held at artemis on 14.11.23 was very much contradictory to all visible and reported improvements that my son has made.

In my opinion, the actions, attitudes and behaviours displayed the the Centre and staff have put my son at risk, have impacted his human rights and has left my family in a very diffucult position in trying to find care for my son at such short notice. I don't believe his welfare, safety, development and best interest have been a priority.