

### 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

Date completing form:	14/09/23
Time completing form:	1900
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Baringa 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, we raised this complaint via email with the Centre on 7 September 2023. The Centre Director rang me immediately to advise that she had received the complaint and arranged to meet with us on 8 September 2023.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	I worked as an educator at Baringa Early Learning Centre from 2013 – 2016. My daughter P01 started attending in February 2023.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	6 September 2023 at approx. 1600.
If delay in reporting, reasons for delay?	

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>20 months old – P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>Melaleuca Educators that were there on the day.</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i>  <i>What happened?</i>  <i>Where did it happen?</i>  <i>Has it ever happened before?</i>  <i>Has it happened to anyone else?</i>  <i>Who was present?</i>  <i>Who was involved?</i>  <i>Have you discussed the incident/issue with anyone else?</i>  <i>Has any action been taken?</i></p>	<p>At approximately 1600 on Wednesday 6 September 2023, I arrived at Baringa ELC to pick up my daughter P01. There were two educators (one casual who I had not met before and one permanent) in the Melaleuca room. They told me P01 had a good day and was outside. I went outside with the permanent educator, but we could not see P01. I was then told she was in the big playground. The educator and I went over to the big playground and still could not find her. The educator who was looking for her with me asked all other educators who were outside if they had seen her and no one knew where she was. I was then told she was in the other babies room, but when we asked the educators in that room, again, no one knew where she was. I started to get quite stressed, as did the educator who was helping me find her.</p> <p>She was eventually found by the casual educator, in the sleep room, visibly distressed. She was crying hysterically and struggling to catch her breath. I'm worried that she was left unchecked in the sleep room for a long period of time, potentially awake and upset for who knows how long. I was told they check on the sleeping children every 15 minutes, however I don't believe this occurred. If they were checking on her as they said, they would have known where she was and not told me three different locations while we were searching for her. P01 usually sleeps for 1.5 hours max. while at childcare, so for her to sleep what would have been more than 3.5 hours is incredibly unusual. I had forgotten something after I left and when I went back in the room I heard an educator talking about what had happened and she appeared to be looking at the sleep sheet.</p> <p>Regardless of whether P01 had a long sleep or not, the educators did not know where she was at the time of pickup. It took far too long to find her, approximately 10 minutes. I understand that educators are supervising numerous children, however for her to be unaccounted for and not a single</p>

	<p>educator know where she was is unacceptable.</p> <p>This is the first and only issue I have had with <b>P01</b>'s care, and up until this point I have loved Baringa Early Learning Centre. I'm not blaming the permanent educator just because she was the one who was helping me, it is not solely her responsibility to look after every individual child. However, it is distressing that not one educator inside or outside knew where <b>P01</b> was.</p> <p>The next day, Thursday 7 September 2023, I wrote an email (attached) to the Centre Director outlining what happened. She called me very soon after to check in and let me know that she had received my email and would respond shortly. On Friday 8 September 2023 myself and my husband met with the Centre Director and the Centre Administration Officer. The meeting was a chance for us to discuss the incident in person, and the Baringa staff gave us the space to do so. They listened to my concerns and acknowledged how we were feeling. The Director explained that she hadn't spoken to the staff yet, however the educators had already self reported the incident shortly after I sent my email. She explained the process they would be undertaking and that they would be discussing the situation with all staff who were present on the day.</p> <p>The Director then asked us what they could do to rebuild trust and if we had any strategies to assist us with how we were feeling about dropping <b>P01</b> off the following Tuesday. We requested that all staff read and sign the centre supervision policy and the sleep policy. We were told that all staff read and signed the supervision policy, however they did not acknowledge the sleep policy request.</p> <p>In a follow up email we also requested a head count every half hour, which they agreed to. We also asked that they call us as soon as <b>P01</b> wakes up and report on how she settled and how long she slept for – the educators did this on both days <b>P01</b> was in care. Since <b>P01</b> returned this week, the educators have been attentive and accommodating with our requests.</p> <p>On Thursday 14 September, the Director called me again to check in and see how we were feeling after this week. She advised that she is in the process of organising a follow up meeting for us next week.</p>
Did you make any notes at	I sent an email the next morning, which I have attached.

the time, or send any emails? Are you prepared to provide a copy?	
If necessary would you be prepared to make a statement?	Yes.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	All documentation is attached.