

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

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:	6/6/24
Time completing form:	2:00pm
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03 P01 P01 P03 P01
Service to which the complaint relates?	Urambi Early Learning Centre
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, issue has been communicated - Email sent 11/5/24, 15/5/24 & 16/5/24 - phone call was insufficient and unsatisfactory, did not answer or address any of our concerns adequately.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	We had been attending Urambi for 2 years
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	First incident occurred sometime in the day (8:30am - 4:30pm approx) on the 9/5/24 and second incident occurred on the 10/5/24 between 8:30am and 12:30pm
If delay in reporting, reasons for delay?	Trying to remove my emotion from the incident and focus on the facts

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 P01 (my son)</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>3 years old (P02)</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>Staff in the Wille room and the centre director, P01 P01</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i></p>	<p>I had dropped P01 at Urambi as per usual on Thursday the 9th of May, to the Wille room. When I picked him up in the afternoon, I noticed that he had a bruise under his left eye. An educator, P01, noticed this and asked me if he “had come to Urambi with it this morning or it happened while here” I said that it happened here. When we asked P01 what had happened he got shy and I said I would have a conversation with him at home about it. On our way out of the centre we saw P01, who also noticed and asked “What happened to your eye” P01 told her that another child had hit him with a toy. P01 said that she would follow it up with the Wille educators. When we got home P01 explained that he was “hit by (name) like this” and demonstrated to us a clapping motion on his head.</p> <p>The next day I dropped P01 at Urambi at about 8:30am, unable to discuss with any educators about what had happened the previous day as there were no familiar educators or director available.</p> <p>I arrived at approximately 12:30pm to collect P01, I did so quietly as it was rest time. There was minimal / no conversation with educators as it seemed to be a busy time of the day. As I was walking out of the centre with P01, I noticed that he had another graze / bruise, this time under his right eye. He explained to me that a similar thing had happened as the previous day, “(name) hit me with a toy like this” as he demonstrated a clapping motion on his face, “and then hit me like this” and he bumped the top of his head. When I asked him if a teacher had helped him he said that “the new teacher said play gently” I asked if a teacher gave him an ice pack to help and he said “no”</p> <p>I was quite concerned with these incidents as there didnt seem to be any educator awareness to either of them. Are there adequate supervision requirements being met? So this led me to email the centre director, P01.</p> <p>I emailed her on the 11/5/24. Aware that it was the weekend, I wasn't expecting a response. However I did not receive a</p>

	<p>response until I answered a phone call on the 17/5/24. In between these dates I was disappointed with the lack of communication as this added to my other concerns about the centre. Fed up, I emailed again on the 15/5/24 to withdraw P01 from Urambi as I was concerned for his welfare and didn't believe he was safe. This second email was only responded to (17/5/24) when I had contacted the finance team as there was no other email to contact the centre.</p> <p>I felt that the phone call was only made after the admin employee (P01) made the director aware of the situation. The phone call I received from P01 on the 17/5/24 mostly focused on how no one was aware that P01 was injured as "he didn't cry" when I highlighted to P01 that P01 said he spoke to an educator she explained that "it must have been the prac student, her english isn't very good" to say I was disappointed by this response is no surprise.</p> <p>There was no accountability taken for either incident and there was no explanation as to how it would be managed / avoided in the future.</p> <p>These two incidents were the straw that broke the camel's back, so to speak. In the two years that P01 has been attending Urambi he has come home with the worst nappy rash I have ever witnessed. He has had minimal learning stories or observations shared with us about his learning and interests. Communication with both myself and my partner have been minimal, at times feeling like we are avoided at pick up and drop off times. Both myself and my partner have witnessed educators in another room shouting / screaming at children and other educators in an awful way. A lack of routine when it comes to cleaning the service, we have dropped P01 off to rooms that have not been cleaned from the day before, sand on the floor, rubbish and dead plants. General untidiness to the learning spaces. With this lack of routine, we are concerned about the children's OH&S in the service.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I have made notes about the physical injuries to P01 face. As mentioned earlier I have the email that was sent to the centre director.</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>I have photos of P01 injuries, these were also attached to the email. I also have access to the app that Urambi use to share information about P01 learning, which highlights the lack of communication about his learning.</p>