

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:	08/09/2021
Time completing form:	2:45pm
Your full name:	P01 P01 p01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Early Learning Centre Conder, ACT 29 Sidney Nolan St, Conder, ACT, 2906
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	No. While we have raised some administrative issues through email, it appears that more than one person has access to their emails. The management always seems to be too quick to reply with an answer. There always seems to be an answer for something. I would rather just go to making a complaint first.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	We have been taking our daughter to the centre since February 2021. Our daughter loves the centre. There have been about 3 administrative discussions between us and the management which were all resolved amicably. The educator in question has appeared to be fine, however is not a direct educator of my child.
Date/time of incident/ issue to which the complaint	My daughter advised of the complaint upon pick up at 4:30pm on Tuesday 07 September 2021. Stating she has been hit in the face twice by the educator and once on the leg. My daughter

relates. If unknown, approximate timeframes?	said "two days she hit me on the face and one day she hit my leg."
If delay in reporting, reasons for delay?	No delay. Reported day after daughter complained
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	Complainant: p01p01
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>On Monday 06/09/2021 I was dropping my daughter off at daycare. It was a normal trip to daycare, p01 was singing and talking about hoping to see her favourite friends and educators. Upon drop off, P01 was walking through the carpark with another educator. p01 began to cry. I said, "What's wrong, you were happy coming here."</p> <p>p01 said, "I'm scared."</p> <p>I said, "Who are you scared of?"</p> <p>p01 said, "P01."</p> <p>I said, "But you love coming here."</p> <p>p01 said, "But I don't like her."</p> <p>I said, "But she is nice."</p> <p>By this time we met them at the door and p01 went to P01, still crying.</p> <p>Nothing else was said that day.</p> <p>Tuesday morning drop off, P01 came to the door, p01 started to cry again. Another educator, P01, who p01 loves came to the door and p01 just jumped to her.</p> <p>Upon picking p01 up on the afternoon about 4:30pm on Tuesday 07/09/2021, p01 was excited to see me. In the car p01 said something like "P01 hit me on the face".</p> <p>I said, "Did she hit you as like you were in trouble?"</p> <p>p01 said, "Yes."</p> <p>I said, "How many times has she hit you."</p> <p>p01 held up her 2 fingers and the said, "Also on the leg."</p> <p>I said, "Why did she hit you."</p> <p>p01 then started to get suspicious about my questions and she began to get a bit silly. I left it all at that.</p> <p>Once we were home I asked about the hitting again, p01 said P01 hit her on the top of the head. I asked p01 if P01 said something when she hit her which she replied, "Ask for</p>

	<p>help if you are doing that.”</p> <p>I said, “Was P01 upset or angry with you?”</p> <p>p01 said, “No, I was angry with P01.”</p> <p>I asked p01 this morning – Thursday 09 September 2021 about the smack on the head and p01 is still saying 2 times and once on the leg. p01’s story is not changing.</p> <p>p01 says no one else was around when this happened.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>No</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>No</p>