



View results

Respondent

104 Anonymous

56:51

Time to complete

1. Full name

P01 P01 P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Guardian child care and education wanniasa

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

I initially reported some concerns in 2024 (e.g. severe nappy rash), but was dismissed by staff and felt anxious about escalating things further. At the time, I didn't have the full picture — it wasn't until my daughter made a serious disclosure in June 2025 that everything became clear. The delay was due to a combination of being dismissed, feeling unsure, and not wanting to cause unnecessary alarm until I had more certainty.

6. What is your relationship to the Service? *

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? *

Since March-June 2024

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

Incidents occurred between approximately March 2024 and June 2025.
The most serious disclosure — suspected sexual harm involving another child — was made by my daughter on June 7th, 2025.
Other issues such as severe nappy rash, lack of food provision, and emotional distress were observed regularly throughout the entire enrolment period. Specific times are hard to pinpoint, but patterns of concern became clear after each day of care.

9. If there has been a delay in reporting, please state the reasons for the delay.

I initially reported some concerns in 2024 (e.g. severe nappy rash), I did send an email and received a response via email but was dismissed by staff in person and felt anxious about escalating things further. At the time, I didn't have the full picture — it wasn't until my daughter made a serious disclosure in June 2025 that everything became clear. The delay was due to a combination of being dismissed, feeling unsure, and not wanting to cause unnecessary alarm until I had more certainty.

10. What are the names and date of birth of the children involved in the incident?

P01 P01 P01
P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

The only educators I was familiar with by name were the centre managers P01 and P01. I attempted to speak with other staff members, but most were quiet or dismissive when I raised concerns. The only other specific educator I recall is P01 who worked in the toddler room — I personally witnessed her changing P01 upon arrival one morning. I do not know the names of the other educators who were responsible for P01 daily care.

Possibly a child named P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

My daughter P01 attended Guardian Childcare & Education Wanniasa from around March–June 2024 until June 2025. On June 7th, 2025, she made a detailed disclosure of sexual harm involving another child she referred to as P01. She described it clearly and calmly, including physical demonstrations of what occurred, indicating that it happened on the mat at the centre. She said she stayed still and "just breathed" while it happened, and later said it hurt her tummy. I was shocked and immediately began contacting authorities.
In addition to this serious disclosure, there were ongoing concerns during her time at the centre. These included:

- P01 regularly coming home in soiled nappies, including one occasion where she had blisters and a severe rash. This caused her significant pain and distress. Wearing nappies became too painful for her, and it led to what felt like a rough and emotionally distressing transition out of nappies.
- P01 often coming home extremely hungry, despite food being marked as provided
- Poor supervision and hygiene standards
- A lack of emotional care, with P01 coming home overstimulated, dysregulated, and distressed
- Minimal or vague communication from staff regarding her daily care, progress, and wellbeing. I had previously raised concerns about P01 nappy rash with staff in person. After a particularly severe rash occurred, I followed up with an email. Although I did receive a response, I felt dismissed during face-to-face interactions, which left me feeling anxious about escalating the matter further. In hindsight, I now recognise that these were early warning signs of broader issues with the standard of care provided. I have discussed these incidents with police Canberra hospital and enhanced health services and child protection services. I have also contacted the ACT Human Rights Commission, and I am now lodging this formal complaint with CECA.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes, I have a more detailed document outlining the full extent of my concerns. I also have photographic evidence, including images of P01 rash and photos showing her still wearing the centre's nappy when I collected her. Additionally, there are a few photos from Storypark taken at the centre that raised concerns for me. I am willing to provide access to my Storypark account if required for further investigation.