

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:	09/06/2023
Time completing form:	9:07am
Your full name:	P01 P01 P01
Date of birth	P03
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Hughes Preschool 171 Kent Street Hughes, ACT, 2605
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Some of these has been raised directly with the Preschool Teacher, Educator and Learning Support Assistant. Most has been reported to the Principal which is also the Team Leader as well as the ACT Education Directorate (as it is a public school).
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Support Worker for a child with comorbid disabilities that is attending the service for the 2023 school year.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Incidents have occurred or have been continuously occurring since February - May 2023.
If delay in reporting, reasons for delay?	Other avenues of reporting have been done first, including; School (Principal/Team Leader, Disability Education Coordination Officer, School Phycologist), Education Directorate, Human Rights Commission, ACT Ombudsman, Allied Health and CPYS. Education Directorate includes P01 P01 and P01 P01
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?)	4.

<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 - Early Childhood Teacher, Certified Supervisor and Responsible Person P01/P01 - Learning Support Assistant</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>Inappropriate transitions , forcible handling, not getting consent.</p> <p>P01/P01 on multiple occasions and P01 P01 once have forcibly pulled P01 off her mother and out of my car. It has been communicated that this is not wanted by the parents, unsafe, inappropriate and not trauma informed to both P01/P01 and the school Principal.</p> <p>In transitions into preschool P01 has come out to the car to assist with transitions, P01 has clearly been in distress and refusing to go in, P01 has spoke to P01 (with poor transition strategies) resulting in P01 moving around the car, hiding in the footwells, and climbing into the front seats to get away from P01.</p> <p>P01/P01 has on multiple occasions then forcible pulled P01 out of the car. Another Support Worker was present on at least one of these occasions in May.</p> <p>P01 P01 – P01 often doesn't assist with transitions, on the few occasions she has, she has had to be asked by myself to Support the LSA (P01) and to create a welcoming Environment P01 wants to come into. When she does assist she always make it feel like a inconvenience and rushes it. On one occasion P01 pulled P01 without consent from her mothers arms, who was carrying her at the time as P01 was clinging onto her for emotional support and walked away with her, I don't believe this is appropriate, especially for P01's age.</p> <p>When I have discussed the challenging transitions and P01's 'School Can't' the staff are all dismissal and just say thing like "oh but she always has fun", "she always enjoys it here" and other similar phrases. Even in School meetings P01/P01's only states how much she is enjoying preschool and is engaged. This is clearly not representative of what is happening and dismisses the struggle P01 is happening with transitions and "School Can't" as she has missed many days of school because of this.</p> <p>When it has been bought up for discussion by myself or parents the school staff in the meeting are very dismissal and just say to the "oh but we've heard she has fun".</p> <p>It is disappointing that the staff are not more invested to trying to find the root of this issue, use more appropriate transitional strategies, or seek training where required. Staff should be more understanding. P01 has expressed to me that when the staff grab her it makes her feel sad and scared.</p>

	<p>P01/P01 has removed P01's mother's walker from her, P01's mother has a disability herself. This happened again this morning after P01's mother explained that she needed the walker herself.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>This has been communicated at multiple school meetings. Presence included School Principal, Disability Education Coordination Officer, School Phycologist, Education Directorate (Education Directorate Director of Operations, Director of Inclusion), Human Rights Commission, Allied Health. As well as P01, P01 and P01, P01</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>Yes, attached to email. Permission given from parents to access and send documents attached.</p>