

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:	09/03/2021
Time completing form:	10:00
Your full name:	P01 [REDACTED] P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED] P03 [REDACTED] P01 [REDACTED]
Service to which the complaint relates?	Papillio Barton
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes They promised to improve and monitor situations and arrange relevant courses for staff to attend but nothing has happened
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	05/2020
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	07/09/2020 Discriminating child 16/09/2020 09/11/2020 x/11/2020 Racist remarks

	<p>18/11/2020 Neglecting child</p> <p>30/11/2020 Failing to apply correct First Aid</p> <p>25/02/2021 Child has been scratched</p> <p>26/02/2021 Child has been scratched</p> <p>03/03/2021 Hygiene complaint</p> <p>04/03/2021 Child has been scratched</p> <p>05/03/2021 Child has been scratched</p>
<p>If delay in reporting, reasons for delay?</p>	<p>Delay only on the part of the child care centre – always claiming to be too busy</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 [REDACTED] P01 [REDACTED]</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>17 months P02 [REDACTED]</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 [REDACTED] P01 [REDACTED]</p>
<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>07/09/2020 Father`s day My child has been actively excluded during the Father`s day activities and when questioned why, I was told by P01 [REDACTED] P01 [REDACTED] that `she doesn`t have a father` - my other half died in 2019 and the school is very much aware of it so her comment and the exclusion of my child was extremely inappropriate and in my eyes this is discrimination.</p> <p>16/09/2020 Staff being rude – refusing to say good morning after I made a complaint about them After complaining about P01 [REDACTED] to the centre manager, the following morning she has completely ignore us in the morning and walked away when we arrived and said good morning</p>

09/11/2020 Staff being rude

Staff has been rude and ignorant and completely ignored both my child and myself on our arrival in the morning which made my child and me feel very anxious

x/11/2020 Staff making racist remarks referring to a colleague of mine

P01 referred to a colleague of mine who is **P05** with her **P05** which is just unacceptable

18/11/2020 – Staff has NOT been applying sunscreen to my child for weeks

I found out by accident that **P01** has made an executive decision not to apply sun screen to my child without discussing it with me first, because she thought I was doing in the mornings – and even if I did, they should still be reapplying it in the afternoons. In my eyes this is neglect.

30/11/2020 – severe head injury after child fallen of equipment – unsupervised at times – did not receive proper first aid

P01 has fallen off a slide, banged her head. I was not called about it and on my arrival she was seated in a high chair and given food instead of an ice pack. She was also unsupervised and very upset at the time. We had to spend the night at hospital due to a concussion and I had to beg for the incident report

The day after the incident they got rid of the slide **P01** fell off of and admitted that they were not supervising her and the playground was not properly set up.

25/02/2021 Child has been scratched

P01 had a scratch on her neck, teachers claimed it was from a stick but there was no photo of the stick or explanation how she had it in the first place

26/02/2021 Child has been scratched

P01 has been scratched on her face – received email and photos

The same afternoon, **P01** has also been scratched on her chin and had a massive scrape on the bottom of her chin – no record of what, when or how it happened

	<p>03/03/2021 Hygiene I have noted that children are being seated to the table first thing in the morning for breakfast without having their hands washed which is extremely unhygienic especially during Covid—the school promised to change that but it has not been an ongoing routine</p> <p>04/03/2021 Child has been scratched The teacher asked me to sign an incident form without it being filled in by them first which is fraud and is against the law</p> <p>05/03/2021 Child has been scratched, eyes were red Have not received incident form still.</p> <p>The children have sun hats provided by the school which have not previously been washed and kids have hats mixed up all the times which is also very unhygienic.</p> <p>Teachers seem to have spend more time on their ipads, taking and editing photos than actually supervising them.</p> <p>On numerous occasions, the children:educator ratio is incorrect and kids are being left unsupervised</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 been documenting most issues and have been having conversations with <u>P01</u> <u>P01</u></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>Email correspondences Incident reports</p>