

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:	26 th July
Time completing form:	7:30pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03P01
Service to which the complaint relates?	Wattle Early Learning Centre, Lyneham
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes. The manager said they had completed an investigation from witnesses to the incident. However, a witness has made clear that she thought the incident was not appropriate, and the parent who witnessed the incident and communicated it to me was not contacted.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	18 months, parent of 2 children attending service.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	6 th July, approx. 9:30am

<p>If delay in reporting, reasons for delay?</p>	<p>Children were immediately removed the day of incident, had to return the following day (both parents essential workers). Given the issue was raised on the day with management we felt it would be dealt with, however I feel it has not.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 P01 P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>4 and 3</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 (unsure of surname)</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>I was called by another parent on the 6th who was concerned about having witnessed P01 inappropriately yelling at P01 and P01, both of who were upset and crying while he yelled at them. The behaviour was uncomfortable enough for that parent to call me and question the emotional safety of the children. The parent also identified another staff member (P01?) In the room who did not intervene or attempt to diffuse the situation. P01 and I removed both the girls from the centre that day and spoke with the assistant director. On entry to the centre, the Assistant Director asked P01 whether there was any yelling, she said yes. P01 also indicated that there was an issue. P01 said that it was 'just the way P01 is'.</p> <p>On Monday the 12th July I approached P01 to discuss the matter with him and while he initially listened to my concerns, he defended his behaviour and responses. He stated that P01 was being "rude" and "grumpy". He also said that other parents had spoken to him about the way he speaks with the children. I am very uncomfortable with someone who feels like the way to deal with a grumpy 4 year old is to yell and be somewhat aggressive to them.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, please see forwarded email trail.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes, although it would be second hand from me. It would likely need to be the parent who originally called.</p>

Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?

There are multiple emails from other staff and families who have made complaints to both management and the PMC (

P05

A large number of families and staff have left over the last few months, none of which have been asked to elaborate on concerns, but many of whom do not feel it is the safest place for their children.