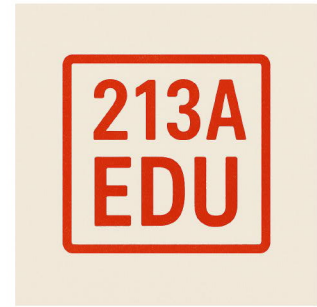


[View results](#)



Respondent

10

Anonymous

19:27

Time to complete

1. Full name

2. Phone number

3. Email *

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

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? *

Yes I did by phone call 7:30am as soon as they opened on Wednesday the 1st as it occurred on Tuesday the 30th and they were closed by the time I got home and realised. I also raised it with room leader through messages the night it happened and have photo evidence of their reply. Their response was they would look into it, requesting photos.

I had photos of the nappy and photos of his bum from the morning of Wednesday the 1st may but didn't have photos from the night before as it was late and I didn't think of it so I sent through photos from online similar to what his bottom looked like the night it occurred, but they were not my photos they were from online. I sent through all the photos together and didn't say about the 2 out of 5 photos being from online they now accuse me of making up the whole incident which is not the truth at all and I received a pretty nasty email response which I'm happy to upload to you too. They also have no written documentation of his nappy changes on the 30th either other than a written statement which was written after I complained.

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? *

3 years

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

Tuesday 30th April was in the same nappy I dropped him off in from roughly 8:45 I arrived to 5:15pm, I rang them at 7:31 on Wednesday the 1st to first address it

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

I have been trying to get in contact since the morning after it happened to report it and also wanted to go through the centre first.

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

P01

P02

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

P01 (centre director) told my friends of the centre any contact they make with me will end their employment

P01 (room leader)

P01 (educator who's written a false statement)

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?

P01

On 30th of April, I dropped my son of to child care around 8:45am, my husband and I went and picked him back up about 5pm we came home and had a cuddle on the lounge, I then started bed routine I showered his baby brother and then when I went to change P01 I realised he had the exact same nappy on that I sent him to school in that morning I got my husband to also look at that Time too as a witness so he had been sitting in this same nappy since roughly 8am to 6pm that's 10 hours!!! The smell of the nappy was absolutely disgusting, and was falling apart at the sides from being so full, "I asked P01 did anyone change your nappy at child care today". His response was "no mummy, my bum hurts". I took his nappy off to discover what looks like burns on his bottom from sitting in it all day. Put cream on it hoping it would settle, on the 1st of may, as soon as he woke up I've gone to change him and his bottom was still severely red and inflamed.

I discussed the issue with P01 through snap messaging the night it happened and have photo evidence of her reply, I've also discussed and had my husband up to date as he was a witness as well when I took P01 pants off what nappy was still on him.

And I called first thing Wednesday the 1st to report to the centre and spoke with P01 they agreed P01 name was not on the nappy chart, at all for Tuesday the 30th and also validated the brand of nappy that they use at the centre which is baby love I had him in a Woolworths brand pull up and that's what he returned home in.

I sent photos of nappy, his skin but then also photos from online all at the same time which I admit was a mistake, not declaring it wasn't his bum but I wanted them to see how it looked the night I took his nappy off I just went the wrong way about it.

They now accuse me of making the whole thing up for monetary value which is not the case as P01 offered to pay my outstanding fees I did not imply or suggest that she said that herself, I'm happy to pay outstanding fees once my pay is corrected from my employer that's not my concern my issue is the nappy changes and then making false accusations to say I made it up and then getting staff to do false statements.

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 will send all the evidence I have through to your email now.