



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 P01 and P01 P01 P01 : P03 P03 P01 : P03 P03
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	At just after 10:05am on April 26 2022, the centre received a phone call from a parent, P01 P01 , requesting a return phone call. She was advised by P01 P01 , the centre's assistant director, that a message would be passed to myself, P01 P01 , the centre Director, when I had finished an appointment with a contractor. At approximately 10:15am P01 again phoned the centre, and this time had a conversation with myself over speakerphone, with her husband P01 P01 present. P01 and P01 advised that their daughter, P01 P01 - P01 had disclosed to them that a P05 educator had taken her into the Preschool room alone while there were no other educators present, and showed her a video on her phone featuring a pornographic scene, which was described. P01 did not identify this educator by name, however stated the following: - That this educator was P05 - That she had only seen her twice; - That she was P05

Submitted By: **P01** **P01**



- That the educator was not coming back;
- That this occurred on a day or in a week when a fire drill had occurred.

According to the account from **P01**'s parents, **P01** further stated that she had told **P01**, **P01**, our Preschool teacher, what had happened, and that **P01** had told her that this was a, 'naughty teacher' and that she would not be coming back, and that she had also told me that an educator had shown her a video, but could not remember if she had told me what the video was about.

I thanked **P01** and **P01** for raising their concerns with me, and asked if the educator had been identified by name, however this was not the case. It was suggested that this may have been a student educator, casual educator, or an educator who had been dismissed. While on the phone with the family, I confirmed that we had dismissed two educators, one in January and one in November, however that both of these educators were **P05** that our casual educators are **P05**. At present, there are only four **P05** working at Bruce, all of whom **P01** knows well and would be able to identify clearly. Given this ambiguity, I went back to look at our drill records (attached) and found that the most recent fire drill which **P01** attended was on July 13 2021. The educators listed on this drill record were all regular educators at the centre.

I assured **P01** and **P01** that I would be making a report via the NQAITS portal regarding their concerns, and that we would investigate this alleged incident and follow-up according to the directions of our regulatory body, and would also report this immediately to my manager, **P01**. At this point in time, **P01** let me know that she would be also notifying the police, and that she wanted us to know that she was taking this course of action.

Following this alleged incident up today, I have spoken to **P01**, **P01**, our Preschool teacher - notes are attached - and to an Authorised Officer from the Children's Education and Care Assurance to seek guidance in how to move forward. Further to our phone conversation, I returned a phone call to **P01** and **P01**, asking them to put their concerns in writing in an email to support us in our notification through this portal, and to support our investigation into this matter.

Following the advice of the Authorised Officer, I have provided the family with the contact number for CARHU in the ACT, and have collated the relevant policies and procedures. Please note that one of these is currently at the commencement of the review stage (draft attached) and one has also been updated and ratified, and is awaiting the ratification of our CEO, so I have attached both versions of these relevant policies.

The centre has a policy on mobile phones that they should not be in use when educators are working directly with children. Last year, this was a factor in dismissing one educator, and a student educator was warned early in the year regarding mobile phone use, and this is usual practice here. If an educator does require their phone upon their person, it is regular practice to inform myself as the Nominated Supervisor, or the Responsible Person, to have this phone on silent, and to have this in their pocket or away in the classroom. As an example, when an educator had a sister who was unwell last year, she had her phone in her pocket in case her sister's condition escalated and she needed to contact her. Although this didn't occur, had this done so, she would have been able to take the call quickly and arrange me to cover her to go home, however would not have had her phone out of her pocket for any other reason.

Screen time is not something we engage in as part of our practice at Bruce, unless it is a planned part of curriculum and pre-watched. For example, last Friday an educator watched a short section of a video on YouTube of an ANZAC Day parade with the children as part of a group time. Earlier in the year, an educator alerted me that a group of Preschool children were watching a section of a Disney show during a rainy day, and I reiterated this policy with the educator involved and we redirected the children to a more suitable activity. Had any child told me that an educator had showed them a video, regardless of the content, I would have acted immediately. P01 has not approached me in regard to the alleged incident that she has disclosed to her parents.

Towards the end of 2021, there was an incident at the centre in which another child was observed lifting the skirt of another child and touching her bottom, and in the course of working through a complaint from the family, P01 disclosed that this had also occurred to herself, that it had occurred on more than one occasion, and that she had told a teacher, who had not reported the previous incidents. Following this incident, the Preschool room has been implementing a body safety curriculum, using resources from BraveHearts and Body Safety Australia, however have not been discussing sexual details, as this is not age-appropriate. This curriculum is focused instead on building bodily autonomy, the need to tell others if something does occur that you don't like, and the difference between good and bad touches (as those you want or those you do not, or those that make you feel happy or those that make you feel 'yukky'). Since this previous incident, P01 has been more aware of her body, and on one occasion (see attached incident report) has indicated an increased consciousness of her private parts. This could also be part of normal sexual development, but could also be a response to the previous incident. This incident was reported to CECA.

Moving forward, we are unsure of how to proceed, as we are unsure of the date of the alleged incident, or of which educator this incident relates to. We would appreciate guidance from the Children's Education and Care Assurance on the appropriate action to take following this notification.

Please upload any relevant documentation

11. Evacuation Drill November 2021.docx	Evacuation drill November 2021
11. Lockdown drill November 2021.docx	Lockdown drill November 2021
7. Evacuation drill July - Bruce.pdf	Evacuation record July 2021
7. Lockdown drill July - Bruce.pdf	Lockdown drill July 2021
8. Evacuation drill August - Bruce.pdf	Evacuation drill August 2021
8. Lockdown + evacuation drill August - Bruce.pdf	Lockdown and evacuation drill August 2021 2
Acceptable Use of Information and Communication Technology Policy and Procedure.pdf	Acceptable Use of Information and Communication Technology Policy and Procedure
Bruce Evacuation February 2022.pdf	Evacuation Drill February 2022
Bruce Lockdown February 2022.pdf	Lockdown drill February 2022
Code of Conduct.pdf	Code of Conduct
DRAFT NEW VERSION Staffing Arrangements Policy and Procedure.docx	Draft NEW VERSION Staffing Arrangements Policy and Procedure
Email from P01 and P01 260422.pdf	Email from P01 and P01 260422

Submitted By: P01 P01



Incident report 170322.pdf	Incident report 170322
Preschool attendance day of evacuation drill 100821.pdf	Preschool attendance day of evacuation drill 100821
Preschool attendance day of evacuation drill 121121.pdf	Preschool attendance day of evacuation drill 12112021
Preschool attendance day of evacuation drill 130222.pdf	Preschool attendance day of evacuation drill 130222
Preschool attendance day of evacuation drill 130721.pdf	Preschool attendance day of evacuation drill 130721
RATIFIED WAITING FOR CEO RATIFICATION Supervision of Children Policy and Procedure.docx	RATIFIED WAITING FOR CEO RATIFICATION Supervision of Children Policy and Procedure
Record of conversation with P01 and P01 260422.pdf	Record of conversation with P01 P01 and P01 P01 260422
Record of phone call P01 and P01 260422.pdf	Record of phone call P01 and P01 260422
Staffing Arrangements Policy and Procedure.pdf	Staffing arrangements Policy and Procedure
Supervision of Children Policy and Procedure.pdf	Supervision of Children Policy and Procedure
Volunteering Policy and Procedure.pdf	Volunteering Policy and Procedure

Child Details

Child's Name	P01 P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03