

## 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](mailto: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:	08/06/2022
Time completing form:	2:55 pm
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Ngunnawal early education centre- communities at work
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	No I went straight to the police- police advised me not to contact the centre as they could alter evidence if any.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	One year may 2021
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	I was advised on the 1 <sup>st</sup> June 2022 – unknown how long the abuse has been going on.
If delay in reporting, reasons for delay?	Was advised on the 1 <sup>st</sup> June- educator told me she would tell me everything the next day- i rang the police hotline straight away to which they advised me to go and speak with her the

	<p>next day I then went and made an official statement at the police statement on the 2<sup>nd</sup> June.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 [REDACTED]</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P02 [REDACTED]</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 - (who witnessed it and told me)          She mentioned the names in the video I have but she said three educators in the green room.          P01 P01          P01 P01          And another educator P01 ?</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i>  <i>What happened?</i>  <i>Where did it happen?</i>  <i>Has it ever happened before?</i>  <i>Has it happened to anyone else?</i>  <i>Who was present?</i>  <i>Who was involved?</i>  <i>Have you discussed the incident/issue with anyone else?</i>  <i>Has any action been taken?</i></p>	<p>On the 1<sup>st</sup> June 2022 P01 P01 pulled me aside when I was picking up P01 and P01 from day-care between 4:45-5pm and told me she was on leave for 10 days due to her leg that was injured from P01 pushing the stool as she was in his way, but it wasn't his fault as he was upset with the other educators from being locked in the cupboard by himself and it had happened 5 times that she knew of. She had told the educators at the times it was wrong but they are too powerful to listen to her and the reasons she is telling me is she was worried what they had done to him in the form of abuse within that time she was gone as she was not there to protect him from them, along with she would not tell any other parent of the abuse of their children as she trusts me as a sister not to tell the manager, she was very scared of losing her job for not mandatory reporting the abuse, she was sweating and crying. She kept saying the educators are staring at me I can't tell you everything or they will know I'm telling you. They threatened me not to say anything. (They were crowding behind the door- looking out at us) so we had to talk about something else. She advised me P01's behaviour changes are due to the abuse he is suffering from them, and I can't watch it happen anymore. For her not to get fired she wanted me to tell the manager that P01 told me he is scared they are hurting him and locking him in cupboards and to say other parents have told you their kids have been telling their parents about the abuse towards P01 She told me she would tell me everything the next day, so I went home and called the police. They advised me to go back the next day and get the accounts of the other abuse she was going to tell you from her then proceed to the police station.          I went back the next day (recorded it without her knowing)</p>

She advised me I can't talk now they are staring and they threatened me last night before I left as they seen me talking to you I'm so scared can we please talk Monday or I can give you my mobile number and to call me after work- she wanted me to leave P01 there until Monday as she didn't want them to suspect it was her, she ensured me he will be safe I will protect him. I told her they think we are talking about something else, and I pleaded with her to tell me. She confirmed again about the cupboard incidents. I had asked her about the other abuse she was going to tell me and if they hurt him she then said I will tell you it all soon ok and then took me outside she told me they are very powerful and smart they are going to lie. She said that other kids were being abused and they are going to get away with it as they are smart. She also told me that when P01 became upset as punishment, they would lock him in the cupboard and when he came out, he would be overwhelmed and start getting angry at the educators and students and running away, to then I was called to come in and get him. She was threatened to not tell me the truth or the cause of outbursts.

She had mentioned the names of the educators doing it and pleaded with me not to tell the manager that it was her that told me and if the manager did come to her about it after "P01 told her "She would then tell her the whole truth of everything.

She mentioned to me not to tell P01 as I have a close relationship with her as she cares for P01 P05 in the yellow room as she will tell on me to the manager.

I then made a statement at the police station she was brought in for questioning and denied telling me anything and when P01 was locked in the cupboard, he was with an educator the whole time.

Now we know of the abuse the unexplained changes in P01 have come to light such as,

P01 became afraid of the dark, and he would not use the toilet by himself, someone had to be present at all times, he wont go into any room by himself, and there was sudden unexplained behavioural changes that were only happening at the childcare not anywhere else or at home so I filled out a care plan for P01 for the educators to refer to it about his family life, likes dislikes etc to help the educators know everything about P01 to ensure the educators can refer to it if needed.

Each morning before day-care he would become completely overwhelmed and said he didn't want to go to school and refuse to leave home he would say they are mean I don't like it there please I want to stay home I did not think it was this

	<p>serious and I still sent him most days advising the manager of <b>P01</b> concerns.</p> <p>I have asked <b>P01</b> if they had done anything to him that's bad or if they have locked him in a cupboard and he said they said I can't say, that is the most I can get from him without him becoming defensive and overwhelmed.</p> <p>The educators involved do not speak to me when I attend the centre, they do not pick <b>P01</b> up or comfort him when he is upset and doesn't want to stay, they don't communicate with me verbally about his day even when I try. This had been going on for a while. The only time they speak with me is when <b>P01</b> had become overwhelmed, and I have had to pick him up they speak to me in an aggressive manner and when I ask about the cause of the outburst, they always say nothing caused it. I spoke with the educator in another room of how I feel about how they treat me she understood and said I can see that too.</p> <p>I have made a police statement and am waiting on follow up of an investigation still to date the police officer advised me he returns back to work today, and he will call me with any updates, but he was not assigning anyone to investigations until he returned, as it was a lengthy process, and they have to attend to immediate emergency situations first. I was advised by police to not contact any educators, centre management, parents at the centre as this could cause people to interfere with the investigations.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, I made notes of what she had told me on the first day and told all my family members and friends.</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>I have a care plan that state the unexplained behavioural changes along with a police event number and a video recording of <b>P01</b> telling me of the abuse.</p>