

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:	09/06/2023
Time completing form:	10:30am
Your full name:	P01 P01 P01
Date of birth	P02 P03
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Hughes Preschool 171 Kent Street Hughes, ACT, 2605
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Some of these has been raised directly with the Preschool Teacher, Educator and Learning Support Assistant. Most has been reported to the Principal which is also the Team Leader as well as the ACT Education Directorate (as it is a public school).
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Support Worker for a child with comorbid disabilities that is attending the service for the 2023 school year.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Incidents have occurred or have been continuously occurring since January - June 2023.
If delay in reporting, reasons for delay?	Other avenues of reporting have been done first, including; School (Principal/Team Leader, Disability Education Coordination Officer, School Phycologist), Education Directorate, Human Rights Commission, ACT Ombudsman, Allied Health and CPYS. Education Directorate includes P01 P01 and P01 P01
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01
Age of Children (DOB if possible and relevant?)	4.

<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 - Principal, Team Leader and lunch release P01 P01 - Early Childhood Teacher, Certified Supervisor and Responsible Person P01 P01 - Educator P01 P01 - Learning Support Assistant P01 P01 – Disability Education Coordination Officer and Deputy Principle Wellbeing and Engagement.</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i></p>	<p>ILP's Still not provided. ILP meeting with P01 P01 and P01 P01 was on the 9th March 2023, still awaiting a draft. No communications since this meeting has been made regarding this.</p> <p>Environmental Assessment Conducted in December 2022, which arose multiple serious issues with the preschool environment being an unsafe and inappropriate space. There were multiple issues that have since been ignored, or the process is being dragged out. The sandpit has not been filled to be level. “We prefer the tanbark as we prefer the aesthetic of the tanbark”. The Occupational Therapist present had to explain that safety was more important than aesthetics. I believe this is not being seen as a priority for the school as I know for a fact they just had a commissioned artwork done in the underpass near the school, as well as a plans to have a \$250 000 COLA built at the school, which the school principal applied for a grant to contribute to the funds. They have also got plans going ahead to rebuild the nature play garden at the preschool, limited plans that which have been provided are not inclusive or accessible.</p> <p>Fatigue management this is crucial for P01's disability management, access to education, health, emotional wellbeing and social inclusion. To not manage P01's fatigue appropriately is neglectful of P01's care. P01 often comes out of preschool highly fatigued, to point where she has been crying oat pick up, not having the energy to walk to the car (disability parking so only about 30m). Over 70% of the time will fall asleep within the first 3 mins of the car ride home. She also presents with decision fatigue, not having the capacity to make basic decisions (i.e. song choice). When fatigue management has been mentioned to preschool staff it is responded with “all pre-schoolers get tired”, “she should just do less things on the weekend/outside of school”. This is dismissal of P01's condition and needs, shows a lack of understanding of P01's disability, lack of care for her wellbeing and does not acknowledge the feedback being presented to them.</p> <p>Dehydration P01 often comes out of preschool dehydrated. On multiple occasions she has begged me for water as soon as she sees me or</p>

gets into my car, including on a few occasions crying while I get it out of her bag as she is so dehydrated.

It has been communicated to the school on multiple occasions by myself, parents and specialists the importance of **P01** having regular water and staying hydrated. They have also been asked to record/update on us on how much water she has drank which they can never answer, they just say “a lot/heaps/plenty”.

Shaming

“No whingy Whiney” is one of the rules posted about the preschool community walks.

They may look cute but they’re not, they will ask for help they don’t need, because they have arms and legs and can do it themselves”.

This was said by **P01 P01** in front of **P01P01** and **P01** **P01**.

P01 has been shamed for her toileting accidents.

Assistive Technology

P01 not being able to access all her Assistive Technology, use it as she needs/wishes, not an inclusive environment being created about AT, use of AT and normalising them. AT is seen as a inconvenience to get out, store at night or be in the spaces.

P01 has described her most hated thing about Preschool and the reason she doesn’t want to go as the hand dryers in the bathroom. It was communicated to staff on the first day that **P01** has noise sensitivity and does not use hand dryers. It was asked on this day for an alternative option to be made. To which the response was “Oh but **P01** prefers them to use the had dryers, so I don’t know if that is possible”. Headphones were suggested and trialed, **P01** has communicated that these are not enough and she still experiencing anxiety and distress from the hand dryers being used for herself or other children. This has translated into her community and home life as before she attending preschool **P01** would not use the hand dryers in public restrooms, now she will not even entre a bathroom that has them. This breaches the ACT Discrimination Act 1992.

Incident reports

On multiple occasions **P01** has bee injured at Preschool and they have failed to provide an injury report. Knowledge of injuries have been witnessed by myself while at preschool in their care, or they have told the mother that “she had a fall but it wasn’t that bad”, because of the nature of **P01**’s disabilities and how these can make injuries more severe for **P01** and affect healing time, all injuries need to be officially reported in documentation.

Inclusion

P01P01 has been witnessed (and photographed) parking in a Disabled parking sport, without a Disability Parking Permit displayed.

	Daily the activities, equipment, language and environment are not inclusive to P01 and other children. This breaches the ACT Discrimination Act 1992.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	This has been communicated at multiple school meetings. Presence included School Principal, Disability Education Coordination Officer, School Phycologist, Education Directorate (Education Directorate Director of Operations, Director of Inclusion), Human Rights Commission, Allied Health. As well as P01 P01 and P01 P01
If necessary would you be prepared to make a statement?	Yes.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	Yes, attached to email. Permission given from parents to access and send documents attached.