



Level 3, Hedley Beare Centre for Teaching and Learning, P03

GPO Box 158 Canberra ACT 2601

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From: P01, P01 <P03>
Sent: Tuesday, 27 July 2021 3:45 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>; P01, P01
<P01.P01@act.gov.au>
Subject: complaint form

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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:	27/07/2021
Time completing form:	3pm

Your full name:	P01 P01
Date of birth	P03
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Wattle Early Childhood Centre
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes. The director replied that outdoor sleeping is becoming accepted practice across many centres. With regards to my concerns about behaviour management , restrictive practice and treatment wildlife, management did not want my input or observations.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	P05
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	29 June-1 July 2021
If delay in reporting, reasons for delay?	
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	
Age of Children (DOB if possible and	

relevant?)	
Name of educator(s), staff member(s) or other persons involved?	
<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 feel concerned over the lack of clear communication with regards to the risk management of the outdoor sleeping policy over the winter months. As the weather got colder one staff member developed chillblains from settling children on an outdoor verandah and several staff members left over this issue.</p> <p>I found myself experiencing distress over the way a new staff member picked up a preschool child and held them, while speaking sternly to them about their behaviour.</p> <p>The same staff member behaved in an aggressive manner towards magpies and I felt unsafe in the shared yard area.</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	no
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)?	Emails sent to the Office of the Senior Practitioner