

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:	18/08/2022
Time completing form:	09:00 Am
Your full name:	[REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED]
Service to which the complaint relates?	[REDACTED]'s Family daycare. located at [REDACTED] [REDACTED]
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	We communicated with the [REDACTED] however she sincerely apologised and offered to arrange a different family day care. The arrangement was not suitable for us since the daycare was located quite far away from our place.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	2/3 days
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	April 21 st .

<p>If delay in reporting, reasons for delay?</p>	<p>Firstly, we did not receive any correspondence from CECA in last three months and tried to contact ceca from the contact number mentioned in the website which was not reachable. We have heard back from Ceca on</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>P02 [REDACTED]</p>
<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>Our daughter started with [REDACTED]'s daycare on the 20th of April. Our daughter was never been to [REDACTED]'s daycare before as such it was a new environment for her. She was unsettled on her first day and second day (displayed temperament and P05 [REDACTED]). As new parents, we were conscious of it and maintained communication with P01 [REDACTED]. Keeping educators' comfort in mind we picked up our daughter earlier than the scheduled pick up time on her first day. On the second day, I received a call from P01 [REDACTED] around midday to come and pick up my daughter as she was reportedly crying continuously. Although I and my husband work full-time my husband promptly responded to P01 [REDACTED] request and picked up our daughter. My husband apologised and ask P01 [REDACTED] for her consent whether it would be feasible for her if one of us shall come and spend time with our daughter the next day which may help her settle down in her new environment P01 [REDACTED] happily consented however; we never knew that it would be our daughter's last day at the care.</p> <p>The same day at 7:30 pm we received a text message from P01 [REDACTED] stating not to send our daughter to her care. The reason provided was our daughter had been crying and not eating P01 [REDACTED] stressed about the noise concern and mentioned instances she had to close her windows fearing noise complaint may come from her neighbours and also</p>

stated the other children in the care was getting annoyed because of the noise. I called P01 and tried my level best to convince her calmly and explained if she could give us at least a week so that we could arrange another daycare for our unfortunate child. In return, P01 was shouting at me and said " why would I send you the message if I could care for your daughter and I won't take any liability for your daughter in case anything happens to her. Furthermore, she mentioned she has already enrolled another child in my daughter's place and unable to help'. I was totally appalled and was having a tough time comprehending the text message and what I had heard. I was disheartened but also felt peace inside thinking that we have dodged a bullet and It was a close call for our daughter as we realised the carer is not the person we have thought.

I wish I could have the luxury to take a few days off to take care of my daughter, but alas as a casual employee I was not entitled to any leave. The worries and inconvenience P01 caused me kept me awake at night and needless to say caused unbearable stress throughout the day at work.

The Bottomline is this unreasonable and unjustifiable conduct is not acceptable from any educator. I want to make sure she does not get away with the law and I suspect that she would be the reason other parents may suffer. Below are some of the examples of P01 malpractice:

A clear violation of the agreement and policy – As per the policy book, a written two weeks' notice is expected from a parent, however, I was not given even 24 hours of notice. P01 decided to cease my child's care just over a text message. It's an unfair and unprofessional way of conducting child care services. Having said that We had been contacted by P01 and she tried to arrange us a care for our daughter which was not suitable for us.

Discrimination – My daughter was evidently discriminated. She did not get a fair go to adapt to the environment she had been put into. We expected that carers are experienced individuals who would make effort to comfort her and make her welcome in an unfamiliar world. A very important point to note is that during our first visit to [REDACTED]'s daycare [REDACTED] was rushing to fast track our child's enrolment and indicated that she will make a space for our daughter by replacing another child. We found it very strange as we knew that a minimum of two weeks of notice is a standard process for everyday care, which we came across. When we asked about that, P01 [REDACTED] could not give us a convincing answer but mentioned that the child's mom works partime and she would not have any problems managing another daycare. At that time, we really cared about securing a spot and did not give much thought to her story. Now, we can truly relate the story with us. A daycare environment needs to be discrimination-free and need to be equitable and equal regardless of children's background, race and culture. I get an impression that my child was not treated inequitable way as such got replaced by another lucrative child which may be easier for the carer to manage. It's a grave injustice to put a child in a "hard to care" basket and only take a child easy to care for. Definitely, her intention does not align with the service she thinks she is providing and at the end of the day it's just her comfort and making money.

Her Interaction with children in care and inappropriate communication style – last time when my husband went there to pick up our daughter, he had found P01 [REDACTED] screaming at a toddler. My husband described, that the child was visibly nervous, and quite embarrassed getting such a rude response from his carer. P01 [REDACTED] did little to comfort that child. My husband found the behaviour unreasonably harsh and thought about confronting her, however, he thought it would be a good idea to educate her about the behaviour some other time. Later when I called her after getting the text message from her, she literally shouted, not letting me speak

	<p>and hung on me at the end. I would question is it a normal or appropriate way to communicate with a parent? God knows, how has she been behaving with the kids who do not know how to express themselves? I believe that her care is not safe for the kids as she is downright arrogant and incompetent. We are quite fortunate to see her temper in a matter of two days and it's worth investigating whether she is suited to provide care to children.</p> <p>Last but not least an educator can always refuse care for a child and that's justifiable with a reasonable amount of notice. Not only we were not provided with any notice but had been treated as if we did not really matter. I wish she could offer us a bit of sympathy which would not have cost her anything. We went to P01 place to collect some of our daughter's belonging and expected to chat with her however we had not any luck meeting her and the belongings were handed to by her husband.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>All of our communication took place over the phone. We had phone conversation with P01 and had text message from her. Unfortunately, my phone had a irrecoverable water damage few months ago and we were unable to retrieve the messages.</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>Please contact me for any further information.</p>