

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:	10 October 2022
Time completing form:	11.30am
Your full name:	P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED] P03 [REDACTED]
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 – disregarded as well as “case closed” without proper processes being taken as per centre policies.
Complainant’s relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Employee – 6.7 years
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Across a number of recent weeks
If delay in reporting, reasons for delay?	Awaiting PMC to respond to matters addressed; managing mental health issues as a result of the concerns herewithin

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>All children, specifically in the Nelia room</p>
<p>Age of Children (DOB if possible and relevant?)</p>	
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 (Nelia Lead Educator), P01 P01 (President) and P01 P01 Vice President)</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>Over a number of weeks, P01 P01 has engaged in unprofessional conduct, which was raised with the PMC executive for assistance in managing the situation, as there were also acts of bullying and harassment from P01 towards myself so I did not feel comfortable in addressing these on my own (this was also addressed with the PMC). Since addressing the issues, the PMC also began certain bullying tactics, and closed the case on the formal complaint made in relation to P01 P01 without following the service policies. I have since gone on stress leave as I do not feel safe in the workplace and have further since resigned from my position as Centre Director due to the nature in which the PMC have responded to genuine complaints made by myself and 2 other members of staff on various matters relating to P01 P01.</p> <p>Some incidents specifically in relation to the conduct of P01 P01 include:</p> <p>Failing to respect children’s rights – was witnessed at morning tea time serve morning tea which was scrambled eggs and note loudly there were no spoons, yet proceeded to tell the children to just eat with your hands because she didn’t want to go and get the spoons from the kitchen. A visitor to the service who was taking the children’s annual photographs went and got the spoons for the children.</p> <p>Failing to follow service policies and engage in unprofessional conduct in from of service visitors – was witnessed while taking a visitor around the service to conduct a valuation, commence a ‘scissors, paper, rock’ battle in front of the children and staff whilst having lunch outside because she didn’t want to set the beds up outside (please note, outdoor sleeping is the centre’s practice unless in the event of extreme weather, of which there was none that day).</p> <p>Published photographs to her personal facebook page (which is open for public viewing) whilst getting ready for the Gala</p>

awards at the centre with children's information in the background of her photographs. With the right software, these images could be zoomed in, and the information shared publicly is in breach of confidentiality.

Created a facebook profile titled **P05**. **P05** was gifted to Wattle a few years ago and has been used in our programs for his intent of safety messaging. I was alarmed to see this profile come up as 'people you may know' and to see images of **P05** with his clothes removed on the front seat of a car. This is highly unprofessional and really disappointing. The profile was reported to facebook for removal, however, facebook has deemed it not a breach on their end to warrant removal.

Regularly noted concerns from staff in relation to **P01** constantly leaving her room and going into the Yarran room regularly throughout the day. Concerns raised by staff about leaving ratios out in the Nelia room and disrupting the Yarran room routines.

P01 is also the WHS representative, however, posted a photo of a child, **P01 P01**, on OWNA on 27 September of him inside a high cupboard in the toy kitchen in the Nelia room. I am concerned that her priority was to take a photo of this, instead of getting him out of there, as the toy kitchen could have fallen back with the weight in the cupboard unevenly distributed. This also calls into question the level of supervision, as on the same day, an image was posted of **P01** with drawing all over her body which again, I query the level of supervision to allow the extent of this drawing to have occurred.

A complaint was raised by a fellow educator in relation to **P01**'s supervision at mealtimes. This was addressed collectively at the September staff meeting to address the expectations of supervision for all staff across all rooms. **P01** argued with me at the staff meeting about it, to which **P01** and myself expressed that supervision at mealtimes was not negotiable and she perhaps needed to look at the other tasks and routines occurring at the same time and make adjustments. When addressing this with **P01** and **P01**, **P01** stated to me that how could I possibly tell her to change her routines when I do not work on the floor. This response, in my opinion, was unsatisfactory.

	<p>Incident specifically relating to P01 / P01 as the approved provider:</p> <p>I engaged in a conversation with P01, Acting Director, regarding attendance to the ECA conference. On completing the registration form, P01, P01 and P01 P01 were the registered attendees. However, due to staffing absences and planned holidays that were not planned at the time of the registration, I engaged with P01 that it would not be appropriate to send P01, and to send a different educator each day instead, which would also give more staff an opportunity to attend. Furthermore, I specifically informed P01 that as P01 (assistant in Nelia) had planned leave this would only leave P01 (assistant in Nelia) on his own with potentially two casual staff and this would not be appropriate staffing arrangements. However, the PMC overrode this decision and had the roster amended, stating that P01 would be attending. The PMC are not responsible for the day-to-day operations and should not have made that decision as they do not understand appropriate staffing arrangements. There is a high likelihood the centre was not appropriately staffed on multiple days of the conference with a lack of qualified staffing, which could have been avoided had the roster been implemented that I had developed for the week.</p> <p>P01 has a conflict of interest with P01 P01 from a prior service, and I do not believe her intentions have Wattle's best interests at the heart of her decision making. Bullying and performance concerns have been brushed aside without following the centre's appropriate policies which is concerning, and is the main factor as to why, after almost 7 years, I have needed to resign as I can't stand and watch children and staff be treated the way they currently are and not be able to do anything about it. The unfortunate thing about committee run services is there is just no where else to go higher when this behaviour occurs, especially when it is condoned by the President, so I felt my only option is this avenue.</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 have various email correspondence and screen shots.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents,</p>	<p>Yes. If you would like a copy, please let me know</p>

memos, emails etc) that you may have that would substantiate the allegation(s)?