

## 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:	22 February 2022
Time completing form:	12:31pm
Your full name:	P01 P01 P01 and P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 ; P03 P01 ; P01 P01
Service to which the complaint relates?	Coombs Early Learning Centre
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, we were assured that measures were being put in place to improve supervision. We could not risk further assaults to continue so we changed our daughter's days so she was not present on the days the child who sexually abused her was.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Our children had attended the centre since 2018. We removed them in 2021.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Raised on 17 January 2021. We believe it had been occurring for at least a week, physical symptoms had been present for some time prior to that.
If delay in reporting, reasons for delay?	We reported the abuse on 17 January 2021 to the centre.

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 .</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>Our daughter's date of birth is P02 Other child's is unknown.</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>All staff who were supposed to have line of sight supervision of the children at all times, including the playground and toilets which mixed groups were using (this has been documented by other parents, at one point in time the toilets for one group were out of service for a significant period of time so two age groups were frequenting the same bathroom).</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>This was emailed to the centre and to CECA at the time of reporting the incident.</p> <p>Another child has now come forward, detailing similar abusive behaviour (red light behaviour) occurring at the same time as P01's and for months after our reporting of P01's experience.</p> <p>P01 has been told the centre flatly denied that any abusive behaviour of this nature had ever occurred at the centre when this other child's parents came forward.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Of course – multiple emails, doctor's attendance, meeting with CYPS.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Of course.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Yes, I am a P05 so keep records of whatever I can.</p>