

**From:** [Cropper, Brian](#)  
**To:** [P01](#), [P01](#)  
**Subject:** RE: Incident Report  
**Date:** Tuesday, 15 June 2021 8:41:00 AM  
**Attachments:** [image001.jpg](#)  
[image002.gif](#)  
[Direct Complaint Form - Online Submission.doc](#)

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OFFICIAL: Sensitive - Legislative Secrecy

Good morning [P0](#)[P01](#),

Thank you for the information provided.

I am an Authorised Officer for the Regulatory Authority, also known as the Children's Education and Care Assurance.

It would be appreciated if you could forward the attached Online Direct Complaint Form to [P01](#) [P01](#) for her to complete and return to the email address within.

Thank you for your assistance in this matter.

#### Regards

**Brian Cropper** | Senior Investigator

Phone 02 62071104 | Email : [brian.cropper@act.gov.au](mailto:brian.cropper@act.gov.au)

Education and Care Regulation and Support | Education Directorate | ACT Government

Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601

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**From:** [P01](#), [P01](#) <[P03](#)>  
**Sent:** Friday, 11 June 2021 4:17 PM  
**To:** CECA <[CECA@act.gov.au](mailto:CECA@act.gov.au)>  
**Cc:** [P01](#), [P01](#) <[P03](#)>  
**Subject:** Incident Report

Afternoon,

I've just been on the phone with [P01](#) [P01](#), a parent of a child within the 3 Year Old Initiative, who disclosed an incident at Illoura Child Care Centre to me. Though [P01](#) has reported the incident to the centre manager and [P01](#) from Tuggeranong Child and Family Centre I wanted to ensure the incident report had reached you at CECA.

For a bit of background, Illoura Child Care Centre is a centre on our panel and where [P01](#)'s daughter was placed through the initiative. This incident took place on either the

18<sup>th</sup> or 25<sup>th</sup> of May. P01 is unsure of the exact date but remembers it was a Tuesday, and a few days later she stopped taking her children to the center, which she has now formally removed them from, sighting repetitive sickness as the reason.

P01 recounted the incident as follows:

Both P01 and her mother were at the centre in the outside area watching the children. An educator, P01, was outside with a hose. A little boy nearby threw a toy which almost hit another child. P01 noted that she was unsure if the child intentionally threw it at the other child or not. The educator turned the hose on the jetstream setting and sprayed the boy in the face. The boy became upset and began screaming at P01 who then raised the hose and pointed it at the boy's face, appearing to prepare to spray him again. At that time the educator saw P01's mother watching her close by and put the hose down. P01 went to P01 at Tuggeranong Child and Family Centre to get help finding the correct contact within the CCC to report the incident to. P01 assisted P01 in finding the correct extension and P01 reported the incident to the centre manager, P01. P01 felt their concerns were not well received or responded to.

P01 noted that often times when she sees P01 at the centre the educator appears flustered. She recalled another time when she watched P01 change P01's son's diaper. P01 reported her son being highly distressed and screaming while trying to slide his body away from P01. P01 said he son is calm in nature, easy to change, and happy to be with all other educators.

I've made P01 aware that I would also be reporting the incident. Please contact me if you have any further questions.

Thank you,

P01 P01

P01 P01 | Early Childhood Community Coordinator

Email: P03

Strategic Policy | Education | ACT Government

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**I acknowledge the traditional custodians of the ACT and their continuing connection to land and community. I pay my respect to them and their culture, and to the elders both past and present.**

