

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:	21/02/2022
Time completing form:	12:00pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Cubby House on Campus- Early Learning Centre, 16 Balmain Lane, Acton ACT 2601.
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	I didn't raise the complaint with the service as I felt that they understood the actions and consequences that were occurring, and the service director was involved in this. My mental health was not coping, and I had to resign from the service and receive a medical certificate to not go back because of the affect it was having on my mental health.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	I commenced work at the service on 10/02/2022 and my last day at the service was 17/02/2022.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	These are approximate timeframe: 11/02/2022 – 11:30am Nappy Change Area, being told not to wear gloves. 14/02/2022 – 9:00am Outside Play Area

	17/02/2022 – 11:00am Outside Play Area
If delay in reporting, reasons for delay?	N/A
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	11/02/2022 – Directly between myself and another staff member. 14/02/2022 – “P01” a child in the Toddler room. 17/02/2022 – “P01” a child in the Toddler room.
Age of Children (DOB if possible and relevant?)	P01 – 2 years old. P01 – 2 years old (nearly 3 years old).
Name of educator(s), staff member(s) or other persons involved?	P01, P01, P01, P01, P01, P01, P01, P01, P01, P01
<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>11/02/2022</p> <p>As I was in the bathroom changing a child’s nappy, I had P01 approach me and tell me that I don’t need to wear gloves when changing nappies or cutting fruit for morning tea and that the girls don’t wear them there.</p> <p>14/02/2022</p> <p>While I was outside supervising the children, P01 fell over and scrapped her elbows and her knee. I attended to P01 and then proceeded to go and get an incident form to fill out. I began filling out the incident form when I had P01 call my name. I turned around, walked to P01 who said “what are you filling out?”. I told her P01 had fallen over and hurt herself. Other staff came over, P01, P01 and P01 which all told me repeatedly not to fill out an incident report and that they rarely fill them out there. I felt belittled in front of the other staff and was told if I do the parents will laugh at me. I also knew others saw this incident but did not attend to the child or go to fill out a report, I was the only staff member that went to attend to it.</p> <p>17/02/2022</p> <p>As I was supervising the children in the bigger yard, I spotted an incident occur. P01 told P01 to be careful riding the trucks down the hill. P01 continued to ride the trucks down the hill nearly hitting a tree, so P01 asked for him to stop as she became startled. P01 said to P01 “no, he’s fine he can do what he wants, they’re allowed to do it”. P01 didn’t say anything back as I assume she would’ve felt belittled and unwelcome to keeping the child safe. P01 then continued going down the hill hitting his forehead on the tree.</p>

	The staff didn't follow up with the incident by writing a report or checking up on the child.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	No notes were taken.
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)?	No, after these incidents I felt with my mental health I needed to resign from working at the centre as their beliefs and values didn't align with mine. I felt as though I wouldn't be able to express myself to the director as it would result in conflict and further belittling by staff so I made the decision to write a complaint in hope that someone could follow up an investigation with the service.