

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:	02 Mar 21
Time completing form:	3:00pm
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 / P03
Service to which the complaint relates?	YWCA Conder ACT
Has the complaint been raised directly with the service? If yes what was the response? If not why?	When I raised concern why my daughter was visibly upset and came to me crying the Educator walked over to me to simply explain my daughter had been pushing another child in her class. We had a meeting 01 Mar 21 with the Director and P01's regular Senior Educator who have to interview the educators involved.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Daughter enrolled at YWCA Conder in April 2019. Daughter has been in Toddler Room for 13 months; P01 has been in the room the entire time, P01 has only recently joined the Service.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	24 Feb 21 around 5:45pm.
	The delay was due to a need to remove P01 quickly from the

If delay in reporting, reasons for delay?	situation noting she was not responding to verbal communication, visibly distraught and tired.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	Miss P01 P01 (was not told the name of the other child involved at the time the pushing had occurred).
Age of Children (DOB if possible and relevant?)	3 years old P02
Name of educator(s), staff member(s) or other persons involved?	P01 & P01
Details of the incident/issue: <i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i>	I arrived at the child care centre to collect my daughter. Normally on entering the room she is allocated, and being sighted by my daughter, she will run over smiling and jump into my arms and hug tightly. On entry to her allocated room on Wednesday 24 Feb 21, I scanned the room looking for P01 only to see an extremely upset child sitting on a large black chair in the left corner of the room unattended. As soon as she sighted me, she immediately hopped off the chair and came over to me crying. I proceeded to ask P01 what she was upset about and unfortunately she was both upset and tired and was in no mood to talk about it. It was at this point that the Educator known as P01 moved over toward me with P01 in my arms to explain P01 had been pushing one or the other children during play (recall it may have been something to do with P01 wanting a toy off another child).
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	It was a verbal conversation after I asked the Educator what was P01 upset about.
If necessary would you be prepared to make a statement?	I believe I have already done so above.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	My quick assessment of the situation indicated at least two Educators and three children (including my daughter) in the room. One Educator, P01 , was sitting at the children's table completing paperwork. Neither were near my daughter who clearly was visibly upset and needed some support. My daughter has already indicated she doesn't like P01 so I don't believe P01 would have consoled P01 anyway.