

### 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:	8 March 2022
Time completing form:	9:07am
Your full name:	P01 P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Nipperville Early Learning Centre, Watson
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, immediately following the incident. The centre advised that some parents want to decide if it's appropriate or not to call an ambulance when they see the injury. They also advised they had put staff near to fire man poles to supervise children moving forward.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	I have had two children at the centre, my first son P01 commenced in 2018 and finished end of 2021 and my daughter P01 commenced in 2020 and has been attending 4 days per week since this time.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	3 February 2022, around 4:30pm.
If delay in reporting, reasons	Have been managing my daughters injury which has been

for delay?	difficult due to her not sleeping and various other issues brought on by her being in a non weight bearing cast.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 P01
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 P01 closest educator to incident, (P01 P01 room leadear) P01 P01 (Centre manager)
<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>	Attached word document.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes I have made contemporaneous notes
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)?	There are incident reports completed by the centre that I have not signed as they were not accurate. I advised them via email to update them to reflect that an ambulance was not called until after I arrived and P01 the centre manager did this and I have a copy of an amended report that I received via email. The reports also do not go into great detail of what occurred and do not mention that no one was near to P01 when she fell and this was the case as was told verbally to me when I attended the centre on the 4 February 2022 with my father as a witness.