

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:	21/5/21
Time completing form:	4pm
Your full name:	P01 P01
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Sage Day Care Turner (25 Moore Street, Turner)
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, multiple incidents have been reported and despite being reassured that my child will receive extra supervision, multiple occurrences have continued to happen. One of a more serious concerning nature had not been reported like it was insinuated by the director.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Mother of child attending Sage day care since 18/3/20
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Roughly between / since the time of hanging out with a particular group of boys "P01" "P01" and "P01", and the transition into the room of "Inventor owls" (end of November 2020), up until his last day on Tuesday 18/5/2021 at Sage Day Care Turner, there have been 4x incidences involving my son P01P01.
If delay in reporting, reasons for delay?	I have reported each incidence immediately, as soon as I have heard of them from my son, or witnessed them first hand. I have reported to Team Leader P01 and/or straight to Sage Director P01 P01.
Name of children (in full if possible) involved in the	- A boy called "P01" was involved in the P05

<p>incident/ issue to which the complaint relates?</p>	<p>P05 as described by P01.</p> <ul style="list-style-type: none"> - The same boy “P01” Involved in an incidence I personally witnessed when arriving late one morning/lunchtime one day to drop off my other children off to their room at the day care. This happened in the playground out the front of sage day care, out front of creator owls rooms. This child had a P05 - At the time my son reported the incident of a person putting a toy up his bottom to my mother, who thought he had said “P01” but P01 can be hard to understand at times. I was in another room at the time of disclosure, but when he had discussed the incident with me later. He had said consistently that it was “P01” who had out a toy up his bottom. - Another incident more recently (I was told of it on the 18/5/21) that “P01” had put his P05 and “it hurt me”.
<p>Age of Children (DOB if possible and relevant?)</p>	<p>Unsure? Same age, if not slightly older than P01?</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<ul style="list-style-type: none"> - P01 (team leader) – I reported first 3x incidents to - P01 P01 – I reported all 4x incidents to - There was another educator in (whom I don’t know) who eventually came and saw if P01 was ok, after one of the incidents I witnessed (child on top of P01 in the playground). - Systems manager P01 has also been involved with this last/ most recent incident.
<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</i></p>	<p>(1) A boy called “P01” was involved in the P05 P05 as described by P01. He said he ran and tried to tell “P01 at the time” as he was very distressed and it hurt him. P01 was present at the time to as reported by P01. Around this time he was VERY out of character and very aggressive, having increased melt downs and violent to his baby sisters, and myself. Which I had expressed concern about to P01 and P01.</p>

incident/issue with anyone else?

Has any action been taken?

He tried to choke me, which it what made me ask where these behaviours came from, to which he disclosed this incident. I called **P01** immediately to enquire about this.

- (2) The same boy "**P01**" Involved in an incidence I personally witnessed (when arriving late one morning/lunchtime one day to drop off my other children off to their room at the day care). He was on top **P01** fighting him, it looked like it was punching/hitting, and **P01** laid there still on the ground for a while hurt and shocked/upset), to which another educator (who I don't know) came eventually to see if he was ok.

This happened in the playground out the front of Sage day care (playground out front of creator owls rooms). **P05** at the time (**P01** had said that **P01** had hurt his arms on the monkey bars- if this may help narrow down timing of incident). I am unsure of the date as I thought I had messaged my partner at the time, but I must have called him straight away instead, so I can't at this stage narrow the exact date/timing down. I talked about this to **P01** straight away via phone and in person, whi passed it onto **P01**. I also talked to **P01** in person and via phone. I also reiterated my occurrences and my concerns to **P01** on the 13/4/21, I also highlighted my concerns of his aggressive behaviours changes, regression, melt downs, night mares and bed wetting/and increased accidents throughout the day.

Both **P01** and **P01** (to this incident and the previous incident of the choking) said " this is just a developmental occurrence / rough play incident, and at a time when they are obsessed with superheroes/ "Avengers", so are acting these out, and that **P01** isn't able to voice he isn't comfortable in this rough play. They assured me they will supervise him more and look at guiding him to play with others, or be able to communicate with them better to say he doesn't want to play like that.

- (3) Around the end of March/ first week of April,

another incident involved my son disclosing that a person **P05** to my mother, who thought he had said "**P01**" (**P01** can be hard to understand at times, and have difficulty pronouncing names). I was in another room at the time of disclosure, but when he had discussed the incident with me later. He had said consistently that it was "**P01**" **P05** and **P05** it". He still is consistent with his recollection currently.

I went straight to **P01** via phone with this information as I couldn't get onto **P01**, and she said she will look into it/ investigate it. My impression was it would also be investigated/reported beyond the daycare. I also told **P01** via phone and in person during this period.

I also discussed **P01** in person and via phone on the 23/4/21, about all these this incident my serious concerns about this, that he has been having MAJOR meltdowns about coming to day care, regressing in bedwetting, and wetting himself at day care too which was out of character (coming home with lots of soiled clothes), his nightly night mares and regression over all. She said it was a developmental regression.

The receptionist **P01** at Sage day care had witnessed on multiple occasions his sudden regression at drop off, that was very out of character for him. He didn't want to go and would take me hours to even get him to day care.

I would have very strange behaviours at home such as **P05** **P05**, which was very unusual for him and very concerning.

I didn't hear back from **P01** about what would be happening with this disclosure and the progression into investigation until 23/4/21 when I had a spontaneous meeting with her in person when she bumped into me when in centre, and an email following from her on 27/4/21 (a copy of this will be attached). To which she said she and her manager had looked into the cctv, 2-3 days prior to when I reported the disclosure, and reported they had found an incident involving **P01** and another child when they were playing with dinosaurs. On one occasion **P01** said the other child had reached over and **P05** on another occasion she said the child had tried to **P05**

P05 and another was that they couldn't actually see properly what had happened as the CCTV was hard to see. But **P01** had then flipped back over in a split centre and told the other child they didn't like it and to essentially back off.

There were a lot of inconsistencies on the daycare's end in reporting what had happened in the CCTV. But I don't think looking 2-3 days prior to the incident only is sufficient to conclude that is the exact incident. I don't think these are accurate dates in relation to the disclosure either.

I also was very disappointed in the delay it took to hear from the director (approx. 1.5-2 weeks after reporting the incident).

(4) Another incident more recently (I was told of it on the 19/5/21 late in the afternoon by my son) that "**P01**" went "bang" "bang" "bang" and put his

P05

P05

, and he went to

P01 afterwards to tell her this had happened.

I rung **P01** straight away and reported this situation, I was very upset and concerned that yet another incident had potentially happened and very concerned with my son's wellbeing at the day care, especially when they assured me that increased supervision would be given to **P01** considering the past incidences.

I asked if the previous incident had been reported, and she said "no" she believed given their own investigation/ information gathering they didn't need to report it.

I stated that if this supervision was given as promised, and if they had have reported past incidences in the first place then this wouldn't have happened, yet again.

I expressed that it should be a regulatory third party /ACEQUA's decision to decide whether it needed to be investigated into further. I felt that this was all incredibly poorly handled, and shocked it wasn't reported in the first place, as I thought they were

mandated to report anything of this nature.

I had a call from the systems manager **P01** from Sage Day care stating they had done all they needed, and that they didn't need to report the incident involving a toy up the bottom, given their own investigation into the matter.

I said we don't know for sure if it was indeed that incident they found on the CCTV that my son had disclosed about, and that it could have been another incident, even further back. But regardless, **P05** **P05** I believe that that would still **P05** (doesn't matter **P05** it is still assault and it should have been reported on immediately and properly investigated by the appropriate authorities.

She then later agreed that yes they should have reported it, and she should have been contact with me personally.

She said this most recent one would be reported and the previous incident attached.

I tried to get onto ACEQUA and no one had answered so I called "The Department of Education, Skills and Employment provides a Child Care Tip-off Line" as I wasn't sure who else to contact that was open at around 5pm, but they said that both incidences/ disclosures by my son were bordering on

P05

I rung the police assistance line and they said it would be something that may need to be reported, so they had lodged it in their system **P05** **P05**. I asked for them to keep it on hold until I had heard back from ACEQUA, as to how best to deal with these multiple occurrences and disclosures, particularly those involving my sons **P05**

I spoke to an ACEQUA investigations team member who recommended I fill this out.

<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Most of the correspondence was done via phone or in person. will. Attached email from P01 P01 (director of sage day care turner)</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>No not at this time.</p>