



View results

Respondent

8 Anonymous

06:42

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Bright Futures Early Learning Kambah

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

Yes - I have not yet received a response

6. What is your relationship to the Service? *

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? *

3 yrs (previously Snowgum ELC)

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

10/07/2024 approx before lunch. Before 3:40pm

9. If there has been a delay in reporting, please state the reasons for the delay.

Nil

10. What are the names and date of birth of the children involved in the incident?

P01 P01 P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

Unknown - Possibly P01 P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

I picked P01 up at approximately 3:40pm. When we arrived how i noticed a dark bruise and lump on her chin. On collection Nothing was mentioned regarding her being injured, I spoke with P01 and P01 her two educators, I called the service immediately at 4:04pm and spoke to P01 and she said she didn't know anything and that P01 hadn't advised her of the incident and when i asked about an incident report she said she didn't know of one. I requested that P01 the director call me back and followed up with the below email to the director and manager.
at 5:55pm P01 the owner of the centre called me to say she would look into it and get back to me. I am yet to hear anything.

When I asked P01 what happened, she advised me that she was spinning around and fell over and hit her head on the ground. She said she went to P01 who gave her a cuddle (as she is only 3 I cannot guarantee this is all facts). She said it happened before lunch.

Email to Centre

Hi P01 or P01

Can you please call me as a matter of urgency?

P01 has come home with the attached injury on her chin. I picked her up and nothing was said to me about any incidents, I've just spoke with P01 and she said P01 didn't mention anything.

Given it's on the head and the severity of it, we are genuinely concerned.

When P01 was dropped off this morning 11th July, P01 her educator asked what happened, so it appears to be a mystery on what has happened.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)?

If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes