ACT Government
Education

213A EDU

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:	30/11/2020
Time completing form:	11:50am
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Long day care
Has the complaint been raised directly with the service? If *yes* what was the response? If *not* why?	Yes, response from the room leader was that this was the standard policy of the room and the educators were not able to change it to cater for the individual needs of the children as directed by Centre Management. When raised with reception it was also responded that this was Centre policy and if I didn't accept it the Centre may not be suitable for our family. Policy was not able to be tailored to individual families.
Complainant's relationship to the service (how long have you had an association *parent/educator* for)?	Parent – our child has been attending the centre since June 2020.
Date/time of incident/ issue	Ongoing – beginning in June 2020

to which the complaint relates. If unknown, approximate timeframes?	
If delay in reporting, reasons for delay?	We were reluctant to issue a formal complaint as our child is still attending the centre (as we have not been able to secure alternative care until 6th January). The issues in the nursery room (June 2020 – early October 2020) were small enough that we were willing to work with them because we liked the room leader and our child connected with her, however the issues in the infant community he is now in are major and causing our child distress.
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?)	1 year, 5 months (P02)
Name of educator(s), staff member(s) or other persons involved?	The Centre in question is Eucalyptus Montessori in Kambah ACT. The Centre Director is P01
Details of the incident/issue: *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 incident/issue with anyone else?* *Has any action been taken?*	<u>Continuity of care issues</u> 1. The centre does not allow for continuity of care. The first issue we encountered was on his first day of attendance, where we were informed our child was not allowed to have a dummy or any form of sleep aid as it did not align with the Montessori philosophy. The Centre also asked us not to give our child his dummy at home so he didn't get confused. We continued to use his sleep aids at home as he was very distressed but they do not allow him to have them at daycare. I raised this with the room leader however the response was that this was a strict centre policy and they would not be allowing him to have his sleep aids. 2. Our child was moved into the next room (Infant Community) at 16 months old. (Room ages 1-3). We were given a letter stating as part of the move they would be beginning to toilet train him as was the policy of the room. Our son is not showing any readiness signs for toilet training. I immediately spoke with the new room leader on my distress of the significant decision they made on my behalf to begin toilet training my 16

	month old without permission, to which they responded that it was Centre policy and they were not permitted to use nappies on the children. She showed me the training pants they use on the children which have minimal absorbency and explained they are used so children feel wet and want to begin toilet training. We supply 6 pairs of pants daily which all come home soaking wet, and have picked him up multiple times where he has been in soaking wet pants prior to them changing him for us to pick him up. We are beyond concerned on the physical and psychological issues this forcible toilet training is having on our child and the response from centre management was that this was 'standard policy' and it would not be changed for our child. Our child is still in nappies at home and they will not cater for his individual needs as the youngest child in the room, and are continuing to 'toilet train' him. 3. We begin to be concerned that his milk bottles were coming home unused following his move to the Infant Community room. I raised this with the room leader and was told that milk was not allowed outside of the nursery room and our son is not permitted to have any milk from either bottle or cup. This goes directly against World Health Organisation recommendations of at least 2 years old and beyond 4. Recently (Thursday 26/11/2020) there was an incident where our son ingested a cupcake containing egg (he has a moderate allergy to both egg and peanuts, and has an action plan provided by his Paediatric Immunologist. This has been supplied to the Centre and is displayed in the room). His action plan was not followed and an incident report was only created on my request for a formal review of the incident. I can provide evidence of this conversation for reference on request. Following the incident our son became sick and was unable to attend care the following day, he is still experiencing symptoms following the incident. Our major concern here is that if it was to happen again and was more serious, his action plan would not be followed and our son's health would be put at risk.
Did you make any notes at the time, or send any	There is email correspondence regarding the most recent incident on egg ingestion and our child's action plan not being followed.

emails? Are you prepared to provide a copy?	
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)?	In regards to centre policy on toilet training, I have a copy of the family handbook which contains the relevant policies and can confirm my conversation with Centre Management via email if required.