

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:	Thursday 10 th December 2020
Time completing form:	10:40
Your full name:	P01 P01
Date of birth	P02
Contact details:	P03
(phone and email)	P03
Service to which the complaint relates?	Woden Valley Child Care Centre
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, my husband and I requested that the Woden Valley Child Care Centre only contact us in relation to their complaint, they emailed stating they would not contact us again, as per our wishes, but have not contacted us in any way other than this email.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Attended child care from January 2020 to 12 th August 2020.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	14.07.2020 to P01's last day on 12.08.2020.
If delay in reporting, reasons	Feeling anxious and worried, being upset whenever this

for delay?	complaint is discussed or raised again.
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, Director
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>	- Monday 13th July- P01 was dropped off to the toddler room (P01 is in koala/baby room but this is not staffed until after 0730), 2 staff and a parent were talking, and I did not want to interrupt, I placed P01 at a table, but there were small craft balls that I thought were a choking hazard, so I was unsure what to do - I was concerned that 2 child care workers were loudly and openly complaining about Woden Valley Child Care Centre management, during drop off, including 'you can't keep doing that, you won't enjoy work and you will want to leave' and 'you have to tell P01 otherwise things won't change' - I left P01 at the table and I hoped that the conversation was over and staff would attend to her, P01 was quiet - I had a fertility appointment that is time sensitive so had to leave her - Tuesday 14th July- the drop off was very similar, except that it was worse. - This time a parent was also part of a conversation and I heard more about the internal culture at WVCCC, which was very disturbing. - This time P01 did not have an appointment so she stayed longer as P01 would not settle. - The children were not attended to, they were not transitioned in to care and they were not seen nor heard. - The four-way conversation only finished when a preschooler screamed at the top of their voice for some time. I have not heard a child scream like that before, even in years of paediatric nursing. - This was also the first time, in 6 months, that P01 had cried when either of us have left her, anywhere. - One of the educators arrived and attended to P01,

	otherwise we would not have allowed her to stay the day.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I had a conversation with P01 on 14th July and informed her, informally, that P01 and I were concerned about the conversations and the level of care provided. I was worried that P01 would become more upset over time, and worried for the other children in their care. At the end of this phone call P01 stated 'I am not sure how we can help you with this'. After the phone call with P01 I received a letter via email on 15th July 2020, which also forms part of our complaint. We believe that the letter was manipulative, false and inaccurate, inflammatory and insensitive. When I attended Woden Valley Child Care Centre on 15th July, staff glared at me and were hostile. I have not attended the centre since in case it affected P01's care. We also believe that P01 was not cared for in the way she had been in the months before and we believe that she was mistreated in that time. We have the email and letter from P01 from 15th July, our email and response to P01, our letter to the Woden Valley Child Care Centre and their email response. We also have the email to Woden Valley Child Care Centre regarding nappy rash (mentioned in P01's letter to us), we have photographs of the nappy rash, we have storypark accounts where P01 went from having 4-7 photographs uploaded, to none or at most 1 or 2. We have copies of all emails to staff. We do not have copies of the entries we made with pen in the communication book, the communication book disappeared after the letter from 15th July, however, we clearly remember what we communicated and wrote in the communication about sand in her shoes- which was 'please remove the sand from P01's shoes at the end of the day 😊'. Yes, we can provide copies of all of these and a longer letter that we wrote at the time, but did not send as we were worried about the impact on P01. We do not have excerpts from the communication book. Importantly, we valued the vast majority of care and the educators in Koala Room. P01 enjoyed her time there, we thought the issues with sand in her shoes was insignificant, the only reason we were worried about nappy rash was the one incident which was more like a burn and because P01 required regular P05. Our most significant concerns are with the follow up communication with the Director and the treatment of P01 after the 15th July which I feel could point

	to mistreatment of my child which is very serious. After the 15th July P01 had minor nappy rash frequently, P01 was allowed to sleep for more than 2 hours, and when this was discussed with the educators, the educators told P01 that this was due to centre policy (but P01 had been woken at 2 hours in the 6 months prior), P01's settling and routine was altered hugely, P01 was often upset, her clothes were dirty when we picked her up, and the staff were not engaged and appeared worried when talking with P01 P01's grandmother stayed with us for 4 weeks during this time so that P01 would have as short a days as possible, and P01 did not attend Woden Valley Child Care Centre at all on some days whilst I took sick leave, until another suitable child care centre was found. This was at huge cost to our family, including 2 weeks of self-quarantine on P01's grandmother's return to her home state. Lastly, we are concerned that the Director had briefed the Woden Valley Child Care Centre on the matter, and the inference this made, and the ability for the Committee to respond to our letter. I thought that the AGM was concerning and the reports provided.
If necessary would you be prepared to make a statement?	Yes, we would welcome that.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	Yes, we have all email and letter communication with Woden Valley Child Care Centre.