



View results

Respondent
73 Anonymous

30:33
Time to complete

1. Full name

2. Phone number

3. Email *

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

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? *

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? *

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

4 incidents last 2 weeks

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

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

P01 P02
P01 P02
P01 P02

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

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?

On 26th of Feb 2024, I bath my [p01] found bite mark on his arm. No one told me what happen. Next day at drop off in the morning, asked educators. Had a no idea.
 Ask to have a look at CCTV, they've discovered one child bitten my [p01] He got bitten, under no supervision, educators went to calm him cried historically. Didn't check why he cried. Incident report done on 27th after 24hours of incident occurred.

On 4th of this month afternoon when he came home, my [p01] had a bruise on his forehead.
 Again, not got informed by educators. I asked [p01] and he said [p01] punched me with toy, it hurts. I told teachers.
 On 5th, in the morning at drop off, I asked his room [p01] was not aware of it. Later afternoon, got informed [p01] told educators and icepack applied. Incident report was done on 5th afternoon.

On 4th of March, I went to pick up [p01] [p01] Cold thermometer and saying he feels hot. But otherwise he had a good day. She felt his forehead and oh, not hot. And felt my [p01] head. 'They both same' but she check the temperature and it's actually hot! I said can I look? She didn't show me, said maybe it's not accurate. Cause he didn't have other symptoms. We came home, I checked he was 37.5. Hot day, educators changed him long sleeve and long pants. I thought he got hot as he was sitting outside. And he's been teething.

On 5 of March, I went to pick up [p05] educator and Director [p01] was talking bout my [p01], saying he has fever, they were about to ring me. They say it was 37.5
 I said ok, it was strange that he gets fever always 4pm but I thought he might be getting sick and I was gonna keep him home next day.

On 6th, before 6am, I got notified [p01] marked [p01] absent. This was message not to send him. Once she put that in system, I can not sign him in. I was agreed however I did not get any incident report nor signed.
 So, legally there are no reasons and evidence to do this.
 This is very un professional, felt personal, abused of power, bullying and racism.
 I don't believe she would have done this to Australian. [p05] she might assume that I do not know the correct procedure.
 This is breach of conduct and not an ethical thing to do.
 I did not feel inclusive and supported.

4 incident report not being done on time last 2 week of time is concerning.

I have 3 boys for all 5 days. I wish staff have cleare communication and open chat.

I have emailed this morning to [p01] her answer was sorry, however I feel it's too little too late. There were better way to handle the situation this morning instead of blocking me.

If she has actually broken the procedure, I would like to take matters all the way through and hope there is a consequences.

Thank you

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.