

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:	22/10/2020
Time completing form:	8am
Your full name:	P01 ()
Date of birth	P02
Contact details: (phone and email)	P03
Service to which the complaint relates?	Spence Children's Cottage - YWCA
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes
Complainant's relationship to the service (how long have you had an association parent/educator for)?	5 years (possibly longer)
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	I received a phone call at 2.28pm on 16/10/20. I am yet to be told when (what time) and how the "incident" happened. I'd also like to know how long the children were gone for.
If delay in reporting, reasons for delay?	I emailed the Director within minutes.

	I then forwarded the same email to P01 P01 (no response), P01 P01 (no response) and P01 P01 at 4.15pm on 16/10. P01 was at the centre when my Husband collected our son. He requested contact details to be provided to him. P01 has been very good.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 (My son). P01 P01 I was informed that there had been “an incident at the cottage and P01 had escaped” via a phone call at 2.28pm on 16/10. My response was “what do you mean escaped?” I was told that all 3 boys involved were back at the cottage at the time of the phone call. I asked if my Husband needed to finish work early to collect our child. I was told that the Cottage had called head office “first” and they were working out what to do.... I replied with “What do you mean, what to do?” I was informed that the Director was absent on Friday. I asked what happened and I was told that 3 boys had pushed toys against the fence, got onto a landing? Then jumped over the fence and had escaped. They were found next door. “One educator ran inside and called out to P01” I then requested to speak with my child directly to find out A) if he was ok and B) what happened (he told me the names of the other children)! Just as my Husband arrived at the centre, he was given an incident form to sign immediately. (Total lack of judgement by the centre), he refused as we had/have no idea what happened. I will not sign anything until I receive a full explanation. As at 22/10, I am yet to receive an official explanation of what happened (in detail) and I’m yet to be told how long the children were gone for. I’d also like to know what they are going to do, in order to prevent this from happening again. Note that all 3 parents have spoken and all 3 children basically told us the same story. We know where they went and they

	were not gone for seconds. My child stopped “to smell some flowers in P01 ’s garden, they had bees all over them though.”
Age of Children (DOB if possible and relevant?)	4 years
Name of educator(s), staff member(s) or other persons involved?	P01 called me. P01 the Director was absent. The first interaction that I’ve had (by someone actually calling me post incident) was 21/10, as I requested to be called when the fence was fixed (it hadn’t been yet). I called the YWCA at approx. 8.30am on 19/10 and requested that someone needed to speak with me (P01 P01 then took the call). P01 explained that they were having a senior management meeting at 9am that morning, to discuss the incident and to discuss the investigation process. P01 explained the process. I advised that my child was due to attend the centre on 21/10 and I needed a full explanation and some answers, in order to feel safe about sending him.... (my child was absent on 21/10) At 4pm on 20/10 I called the generic number AGAIN, as it was nearing the end of the business day, I was informed that all 3 people were unavailable to take my call. I very calmly told the operator that I was ready to escalate this matter and I’d have no hesitation in going to the media. (I have a HR/PR background, the communication process has been non-existent). P01 then called me 45 mins later (reasonable). I explained again that it was 4.45pm the day before my child was due to return to care and I had no idea about what was happening. I informed P01 that I thought that it was very disappointing that A) I was going to have to take the day off work to care for my son and B) Pay for their service..... P01 agreed to waive the fee on 21/10 as the fence was yet to be fixed. I should not have been put into a position, where I have to call to find out what is happening and where the process is at. I spoke to P01’s mother 21/10 and she’s heard absolutely NOTHING.
Details of the incident/issue: <i>Consider details such as:</i>	This is exactly what I want to know.....I want to know ALL details, which includes a full explanation of exactly how 3

<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>	children managed to escape a childcare centre. If they say they noticed immediately, I'll 100% call that out. As all 3 managed to jump/drop/walk/run off. Their first stop was at the house at the end of the court (P01's place), however his gate was locked. They then were heading across the road to P01's house (which is next to the cottage). I have discussed the incident with the other 2 parents, we are all mortified. My child cut his finger and bruised his leg, when I asked where those injuries were from, he replied with "oh the fence"
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes (I've included them)
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)?	As above. Note that I've had a close family member die recently and that is why P01 was at care on Friday (not a usual day for us). This incident should never have happened, however we simply don't need the stress right now. I need to know 100% that my child is safe at day care. I've arranged to work a part day today, so that I can collect him early (we had no other options this morning) – 22/10