

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:	9 March 2021
Time completing form:	13:30
Your full name:	P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Springbank Rise by Busy Bees
Has the complaint been raised directly with the service? If yes what was the response? If not why?	I tried calling the phone number provided on google. This was a generic phone number for the company Busy Bees. I tried following the directions in the automated menu but was eventually told that nobody was available to take my call.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	I attend the medical centre opposite the service in Casey.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	2 March 2021 9:30am-10:00am Inappropriate discipline under the circumstances
If delay in reporting, reasons for delay?	Wasn't sure how to proceed given my role working in the P05

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	The child may be called P01 but I cant be sure as
Age of Children (DOB if possible and relevant?)	The child was in the front yard facing the medical centre. The children in this outdoor space appeared to be aged between 12 and 24 months
Name of educator(s), staff member(s) or other persons involved?	There was an educator talking to the child and another sitting nearby within the same outdoor space. Names unknown.
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>	I was placing my child into the car seat in the carpark after visiting the medical centre when I heard an educator yelling at a child which caught my attention. I could not see the child and educator having the interaction as there was something between their position and the left side of the fence that blocked them from my view. I could see an educator sitting to the right of the yard when looking towards the front of the service. I could also see several other children around this educator who appeared to be aged between 12-24 months. I heard the educator yell a name that might have been P01 but I can't be sure. The child sounded distressed and was crying loudly. The educator spoke loudly and harshly in response saying "No you have to stay here with us" which didn't sound comforting at all. The child continued to cry and sounded distressed. The educator then said harshly "Mummy has gone to work". The child said Daddy? Whilst still crying and sounding very upset. The Educator answered again harshly, "no daddy has also gone to work". The child became more distressed crying louder. The educator then used a threatening tone to say, "If you're going to cry, I'm going to take your bunny" The child continued to cry, and the educator responded saying. "Oh, bunny's gone now." The child cried loudly. I got into my car and quickly took down notes regarding what was said into my phone. I looked up the number for the service and called them to let them know what I heard. This number was a general Busy Bees number with automated options. I followed the directions towards compliance and centre support, but nobody was available. Educator spoke in harsh tone throughout the interaction and did not appear to be trying to comfort the child. The other educator stayed in the same position for the duration of this

	interaction.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes, I made notes on my phone in a google notes application I have provided a screen shot (attached)
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)?	No