



C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	EDGE EARLY LEARNING ACT PTY LTD
Provider Number	PR-40029018
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Edge Early Learning Higgins
Service Approval Number	SE-40011068
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 (Grandmother) Contact Number - P03



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

Friday 2/09/2022

Grandmother contacted Edge Early Learning support office to discuss her concerns regarding the centre chicken. Grandmother then emailed the support office with her concerns so this could be passed on to be actioned.

Copy of email below:

From: P01 P01 <P03 >
Sent: Friday, 2 September 2022 3:39 PM
To: P01 P01 <P01 >
Subject: Higgins centre ACT

Thanks you P01 for listening to my concerns
My grandson P01 attends your childcare centre at Higgins in the ACT.

P01 is just 3yrs old and has recently moved to the 3-5 yr room where the team leader allows a chicken to roam the classroom and playground uncontained and both dedicate and lay eggs anywhere. I have serious concerns for my Grandson's health and well-being with this unacceptable practice placing him at risk.

- my grandson has hold me he doesn't like the chicken and is scared if it
- The chicken is allowed to both 'poop' and lay eggs in the classroom potentially exposing my grandson to the risk of salmonella and other diseases.
- I have contacted ACT Animal Services about this issue and whilst they can only address animal welfare issues they had serious concern about the practice at this centre and the risk of disease transfer with particular reference to salmonella to the children at the centre. They advised me to take my concerns to the ACT Education department

I see this as an urgent health and safety concern and as a retired senior educator with ACT education, I am confident that the practice that is taking place at your Higgins centre is not within the ACT animals in Education guidelines , and certainly does not prioritise my grandson's heath well-being.

Regards

P01 P01

Email passed onto the Cheif Operating Officer, Program and Practice Manager and Area Manager in the ACT. The concerns will be followed up by the team early Monday morning. Chicken was taken home by an employee at the centre for the weekend at prior to the complaint being lodged.

Please upload any relevant documentation

Documents to be submitted later.

Child Details

Child's Name	P01 P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40769483**
Date generated: 04/09/2022

Name	P01	P01
Phone Number	P03	
Email Address	P01	