

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:

27/6/2024

Time completing form:

11:05pm

Your full name:

P01 P01 P01

Date of birth

P02

Contact details:

(phone and email)

P03 P03

Service to which the complaint relates?

Flynn Early Learning Centre

Has the complaint been raised directly with the service? If yes what was the response? If not why?

No, it was my first placement as a university student and I did not feel; comfortable.

Complainant's relationship to the service (how long have you had an association parent/educator for)?

P05

Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?

Approximately between 12/03/2024 - 19/03/2024

If delay in reporting, reasons for delay?

I was unsure of the correct place to report, and if this incident was severe enough to report.

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?

I do not know

Age of Children (DOB if possible and relevant?)

2 - 2.5 years

Name of educator(s), staff member(s) or other persons involved?

P01

Details of the incident/issue:

Consider details such as:

What happened?

Where did it happen?

Has it ever happened before?

Has it happened to anyone else?

Who was present?

Who was involved?

Have you discussed the incident/issue with anyone else?

Has any action been taken?

P05 [REDACTED] During this time I noticed many unprofessional and inappropriate incidents with one male educator, P01. One afternoon, between approximately 12 pm - 2 pm while P01 was waking the children up from their naps, he put his foot underneath the bed and kicked it up to wake up the child. The child was extremely alarmed and woken up with such unnecessary abruptness. As soon as he saw me walking into the room, he immediately went down on his knees and started waking the child up in a more polite manner. Myself and P01 were the only educators in the room, the rest were in the outdoor environment with the majority of the children. I did not say anything to P01 or the director as I did not feel comfortable in that centre to raise my concern. Due to myself being the only one to witness this incident, no action has been taken.

Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?

No

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