

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:	28/06/2021
Time completing form:	3:23PM
Your full name:	P01 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?	No because they threatened to end the career of another student named P01 (institution and last name unknown) when she complained about their methods
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?	21/05-26/5 Not washing hands or putting on gloves before or after wiping children's noses Not washing hands before nappy changes 25/5, 8/6 and 9/6 Roughly picking up children under the arms and roughly almost throwing them down causing them to bump their head 9/6 Not doing regular visual or physical sleep checks. One child was obviously sick and slept for 4 and ½ hrs was only checked on 3 to 4

	times during that sleep. 9/6 I'm particularly concerned about their treatment of a child named P01 who's behaviour is considered challenging. They are often rough with him and yell at him even when he hasn't done anything bad. Talking about how glad they will be to "get rid of him" (they are moving him to another room) in front of P01 and the other children. 10/6 Signing staff members into a room when they weren't working in that room to maintain ratio 9/6 Not wanting to file an incident report for a child who bruised their cheek on a table because they did not see it happen, they only noticed when the child started crying
If delay in reporting, reasons for delay?	I had to report this to P05 moved elsewhere still be my assignments done and I had a holiday booked from the 20 th of June to the 27 th of June. I got home late last night
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	This effects all the children in Infant Room 2 but mostly P01 , P01 and another boy who's name I can't remember but was ill and slept for 4 and ½ hrs on the 9/6.
Age of Children (DOB if possible and relevant?)	Between 4moths and 20 months of age.
Name of educator(s), staff member(s) or other persons involved?	P01 (Room Leader) P01 P01
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>	Failing to ensure the emotional well being of children Blaming and shaming children when they fall and hurt themselves Not washing hands or putting on gloves before or after wiping children's noses Not washing hands before nappy changes Yelling at the children and other staff members in front of the children Talking about other staff members, parents, placement students and children in front of the children Not engaging with the children Poor supervision Signing staff members into a room when they weren't working in that room to maintain ratio Discussing CIT teachers complaints in front of CIT students and parents Roughly picking up children under the arms and roughly almost throwing them down causing them to bump their head Not wanting to file an incident report for a child who bruised their cheek on a table because they did not see it happen, they only noticed when the child started crying Not doing regular visual or physical sleep checks. One child was

	obviously sick and slept for 4 and ½ hrs was only checked on 3 to 4 times during that sleep. I'm particularly concerned about their treatment of a child named P01 who's behaviour is considered challenging. They are often rough with him and yell at him even when he hasn't done anything bad. Talking about how glad they will be to "get rid of him"(they are moving him to another room) in front of P01 and the other children.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes I will attached them along with this email
If necessary would you be prepared to make a statement?	I would prefer to remain anonymous
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	The P05 P01P01 have notes from an interview I had with them after leaving my P05 at Springbank Rise. I am happy for you to collect any information from P05 involving this case.