

213A
EDU

Phone Call

Telephoned P01 P01 regarding ...

Phone Call ID
ACTPC-00576436Status
CompletedOwner
ACT Investigation Team

Details

Phone Call Details

Activities & Notes

Phone Call ID	ACTPC-00576436		
Subject	Telephoned P01 P01 regarding her query. She said she had concerns about her son,...		
Regarding	 CAS-00165899		
Regarding (Text)	St John the Apostle OSHClub		
Call From	 Tanya Masterman		
Call To	 PR-40004402		
Phone Number	P03	Direction	Outgoing
Phone Call Date	23/05/2022		

Description

Telephoned P01 P01 regarding her query. She said she had concerns about her son, P01 who is 6 and supervision at the service. She said on Friday when she picked him up, she was told that P01 and another child, P01 had a fight over a toy and that it all got sorted out. She said he had a split lip. But she said that evening, P01 said that his back hurt, his ribs hurt, his throat hurt. She asked him what happened and he said that after he had the argument with P01, P01's two older brothers (year 5 and 6) beat him up (including holding his throat). She said he required medical attention - swelling and soft tissue injury in various places. She said she asked the coordinator, P01 about it, and she said she would have to see what the older boys said but she didn't think that could happen. P01 mentioned she has had issues with the service before, even with P01 getting out and walking down the path unnoticed, and just climbing back in through the fence (she asked him how he got back in). She said the service response was that

they would just have to keep an eye on him. She said she had put that complaint in writing, with some other concerns. She said she works in WHS and children's services and is familiar with the National Law.

We spoke about CECA's processes and she gave me an email address to send a Direct Complaint form. I asked if she had any medical reports and she said she did, plus photographs. I asked her to include those with her direct complaint.

Additional Details

Date Created	23/05/2022 1:06 PM	Priority	Normal
Due Date	23/05/2022 1:00 PM	Category	
Duration		Sub-Category	