



View results

Respondent
28 Anonymous

21:31
Time to complete

1. Full name

P01P01

2. Phone number

P03 94

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Cooinda Cottage Charnwood

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?
- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

Yes - there has been no outcome or clarification surrounding my questions and complaint, which can be verified through various emails.

6. What is your relationship to the Service? *

- Parent or Guardian
- Staff Member
- Other

7. How long have you had an association with the Service for? *

2 years

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

In March of 2024 I had a personal meeting with the director of Cooida about my son, P01 who is 4 with P05. He has attended this childcare setting since early 2023. I was assured in March, and in writing in April, that P01 could attend his pre school year at Cooida next year as an alternative to a mainstream educational setting due to his special needs. In Late August I was advised by the same coordinator of Cooida that P01 was costing them too much money to have in care full time, and that next year they would only be able to offer school hours at a maximum. There has been no clarification on when this would commence, how I will be charged, and if there are any alternatives. I am a single mother who has to work to provide for my 4 children and I cannot make a job work within school hours - and this short notice has left P01 without any certainty of enrolment into a mainstream pre school. I don't even know if it is legal for them to request he only attend school hours when he is 4 - so was hoping to get some clarification.

9. If there has been a delay in reporting, please state the reasons for the delay.

No delay on my behalf

10. What are the names and date of birth of the children involved in the incident?

P01 P01 P01 - P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01 P01 Director

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

In March of 2024 I had a personal meeting with the director of Cooida about my son, P01 who is 4 with P05. He has attended this childcare setting since early 2023. I was assured in March, and in writing in April, that P01 could attend his pre school year at Cooida next year as an alternative to a mainstream educational setting due to his special needs. In Late August I was advised by the same coordinator of Cooida that P01 was costing them too much money to have in care full time, and that next year they would only be able to offer school hours at a maximum. There has been no clarification on when this would commence, how I will be charged, and if there are any alternatives. I am a single mother who has to work to provide for my 4 children and I cannot make a job work within school hours - and this short notice has left P01 without any certainty of enrolment into a mainstream pre school. I don't even know if it is legal for them to request he only attend school hours when he is 4 - so was hoping to get some clarification. This is discrimination of my sons disability and illegal in accordance to the disability discrimination laws in Australia. I have tried to seek clarification from Cooida in multiple emails but received nothing back.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes, I will send them shortly.