ACT Government
Education

213A EDU

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:	1/08/2023
Time completing form:	12:30pm
Your full name:	P01 P01 P01 [redacted]
Date of birth	P02 [redacted]
Contact details: (phone and email)	P03 [redacted] P03 [redacted]
Service to which the complaint relates?	Edge Early Learning Charnwood
Has the complaint been raised directly with the service? If *yes* what was the response? If *not* why?	Yes on over 10 occasions. It was always met with dismiss and often blamed on infants being the cause of neglect, constant bullying from higher management if speaking out.
Complainant's relationship to the service (how long have you had an association *parent/educator* for)?	Roughly two years, I am a parent of the centre
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	These incidents have occurred in frequency over the period of a year and a half.
If delay in reporting, reasons	There has been multiple reports to CYPS, Barndardos family

for delay?	support as well as detectives.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 . Infant locked outside in the sun I believe his name was P01 he was in studio 4 at the time and would have been one years old.
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 P01 P01 Another prior director P01 – admin.
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?*	Unfortunately, I cannot give yourself one isolated incident that has occurred as this has been a reoccurrence of multiple head injuries, bruises, negligence and ultimately bullying and fear that has been instilled in myself as a mother. A few months into attending edge I noticed an infant no older than three locked out in the hot sun unsupervised - I only noticed as a heard a little voice say hello. I immediately raised this to P01 the admin. I received a call saying the child learnt to open doors no accountability on the lack of supervision for a child to end up in that location he would have had to access the bathroom from his room and open another door to exit. -multiple injuries to P01 including un documented injuries and the lack of supervision on the stairs located in studio 6 -the negligence of staff not dressing children appropriately and later blaming a child for the reason why they weren't. -a breach occurring and later being informed via email that I am essentially lucky child services wasn't called as the staff willingly handed my son over to his father despite an order stating he was not able to collect. -P01 P01 s the director was angry at me for advocating for my son so wrote a defamation letter of support for my ex partner in a custody battle that had no weight - I have only ever spoken with respect to P01 and insured I have had third parties witness the calls one in which being a director for a centre who said she was appalled by how I was spoken to and ultimately bullied by P01 on the back of myself asking P01 for a supervisors number to make a formal complaint she supplied a letter to my ex in support this was as no surprise as she often sent emails in a bias nature towards my former partner and not treating me as a human being let alone a mother however what was extremely concerning is her

allegations of concern for my son prior to the letter this was EXTREMELY alarming as I have never once had that raised by any educator in the centre and the allegation of threatening manners when emailing asking for CCTV evidence as well as any dates child safe reports were made as I am fully aware of any educator has any suspicion of child abuse or neglect they are mandated by law to report those allegations I was informed there was not CCTV footage and I would not be supplied with dates of child safe reports I have since obtained all CYPS report through a subpoena at no stage did P01 make any such report and it is evident this letter was in retaliation to myself complaining I am taking this extremely serious and am devastated to know anyone in such power could abuse that by writing a false letter or in the other hand simply not care for any child in their care and not make a report if the second option is what has occurred I am sickened to know what else is occurring.

A meeting was conducted with the management of the centre on the 21/06/2023
a brief summary of what was discussed.

- Consistency and severity of injuries obtained to my son P01 P01 – Including non documented injuries.
- Breach of court order on the Centres floor.
- Negligence to the children under Edge Early learning centers care on several occasions including P01 .
- Mistreatment from staff within the center including but not limited to – non disclosure of daily activities conducted by P01 .
- Management's handling of complaints – As it was discussed in depth, I had reported all incidents and concern directly to staff and was always met with a dismissive and often bullying approach. It is my right to voice any concern and place any such complaint without the risk of further harassment and mistreatment, upon asking to place a formal complaint of Miss P01 P01 it was followed days after by a letter discriminating against myself as a person containing serious allegations this letter was signed off by the director of Edge Early Learning Centre.

Since this meeting I had found my child and multiple other children alone unsupervised in the toilet on the 28/06 my newly toilet training son had his pants around his ankles covered in toilet paper and urine he had no support to get his pants on and multiple children could have been injured I

	immediately emailed the management staff I followed up on the 27/06, 28/06, 07/06 and again on the 26 asking for a response on all action if any taken to a dismissive email stating that P01 P01 was no longer employed and the complaint no longer being able to discuss.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I have emails, pictures, and records of all and happy to provide
If necessary would you be prepared to make a statement?	Yes I would be happy and willing
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	CYPS, p01 s, myself and AFP have records of all