

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 April 2021
Time completing form:	2:25
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 or P01
Service to which the complaint relates?	Gold Creek World of learning day care centre
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, 14 April 2021 however I have been given no real updates as to the progress of my complaint.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	1 year and 3 months
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	13 April 2021, around 5pm approx
If delay in reporting, reasons for delay?	Incident happened on 13 April and my daughter had a meltdown so my first priority was to get her out and calm her down. I reported the next morning.

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01, P01</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>I went to pick up P01 on 13 April 2021 around 5pm. As I went into the outside yard P01 ran up to me and I said ‘hi, ready to go?, get your shoes’. P01 said ‘no’ and ran off with a boy she calls P01. P01 approached me to discuss some issues that she experienced, that day, with P01 and being aggressive with other children. I was asked if something happened at home and if we discuss feelings at home with her. I was being active in the conversation discussing that the last few days P01 had hit, spat and told me to go away.</p> <p>At this point I can’t remember if P01 had come up to me again before the incident.</p> <p>I was on my knees holding P01’s shoes ready to put them on her (this is how I was sitting when I was talking to P01) when she was to run over again. While still talking to P01 P01 ran from my left (between me and the bin) to behind me and I saw she had something in her mouth. P01 ran behind me and I grabbed her with a scoop of my right arm. I then say ‘oh my god, yuck!’ and I pull what I identified as a tampon from her mouth by the blue string. The tampon was out of its package, white and that it looked like it had been chewed on a few bites (half blown up) with a blue string. I pulled the tampon out of her mouth by my left hand and it landed in front of my left knee. I stared at it for a few seconds.</p> <p>I asked P01 ‘where did you get that?’ P01 started to struggle and scream and tried to run away. I looked back down at the tampon and then I tried to formulate thought, I remember looking at the 2 kids who were standing on my left at the same time that P01 was asked by P01 ‘did you get that from the bin?’.</p> <p>Behind the 2 kids who were standing next to me was P01 was holding above his head a ripped envelope. I looked back down at the tampon and P01 was just about to get away from me so I grabbed her tight, picked her up and her shoes and left the yard. I left the tampon on the ground. I did not have a discussion with P01 about it.</p>

	<p>Getting P01 to the car was a struggle, she was screaming like she was being abducted and I felt like I was about to have a breakdown. P01 started to spit and hit me until I got her into the car and then screamed all the way home. We got home and with P01 still screaming I went upstairs and cried/ sobbed. About 10min later I messaged my partner to come home from work. When my partner got home 15min later he asked what was wrong. I told him about P01's behaviour and how horrible she was to other kids. It wasn't until the next morning when we were sitting at the dining table and discussing P01's behaviour did I remember to tell him about the tampon.</p> <p>To give a bit of context to this, P01 had spent the last 4 days hitting me, spitting me and telling me to go away. I worry that I am not doing enough to be a good mum and when day care raised the issue with me regarding her being aggressive to other kids I go into survival mode of trying to explain that I am a good mum. P01 who is generally really sweet went through a week of terror behaviour. I also know now I felt really embarrassed to even say that my daughter had a tampon in her mouth, I was shocked by the incident but my brain refused to acknowledge it in the moment.</p> <p>My partner met with the centre manager, P01, the next day, to discuss the incident. P01 advised my partner she had searched the yard after the incident, but not located anything that appeared to be a tampon. She advised my partner that children had been known to remove cotton pads (used to apply sunscreen) from the bin, and she had located several of these in the yard. She showed my partner a photo of what he described as a couple of scrunched up cotton pads, one with a blue hair tied semi-attached to it, which she suggested might have been what I saw. My partner described a scrunched-up/dirty cotton pad, with an item that was clearly a children's hair tie mixed in. I am certain what I removed from P01's mouth was a tampon with a blue string, not a cotton pad with a hair tie tangled in it.</p> <p>During the incident I was facing East, P01 was facing South, P01 was facing south standing in the yard. I have provided a picture to help describe the whole incident in an email sent from my personal account.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, I have provided the email that I sent the centre.</p>

<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Happy to provide anything that is relevant</p>