

From: [EDU Complaints CECA](#)
To: P01 P01
Subject: RE: Urgent request for assistance
Date: Friday, 15 October 2021 1:36:00 PM

OFFICIAL: Sensitive - Legislative Secrecy

Dear P01 & P01,

Thank you for your email relating to alleged incidents involving your son while in the care of Goodstart Early Learning Centre Turner (the Service).

The ACT Regulatory Authority, also known as Children's Education and Care Assurance (CECA), can advise that the approved provider that operates the Service (the Provider) has notified of both allegations, as they are required to under the Education and Care Services National Law (the Law).

By way of background, CECA does not investigate complaints or take actions on behalf of individuals, but as the regulatory body for the education and care services in the ACT.

I can advise that the Authority has engaged with the Provider and is making enquiries pertaining to these incidents involving your son.

Furthermore, I can advise that the Provider has advised CECA that the accused educator has been removed from working directly with children, and is being supervised on premises, whilst the Provider investigates the allegations. This action currently meets CECA's expectation in protecting children from any potential harm associated with alleged interactions. As further information is obtained this may be reviewed.

It would be of assistance to CECA in the assessment of this matter, if you could advise if you sought any medical treatment for your son, or taken photos of any possible injury's, as a result of these alleged incidents.

Should you have any further questions or enquiries, please contact me by email or the below phone number.

Regards

Brian Cropper | Senior Investigator

Phone 02 62071104 | Email : brian.cropper@act.gov.au

Education and Care Regulation and Support | Education Directorate | ACT Government

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From: P01 P01 <P01 P01 >
Sent: Thursday, 14 October 2021 8:53 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Cc: P01 P01 <P01 >
Subject: Urgent request for assistance

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Hello CECA,

My name is P01 P01 and I am the father of a 3 year old boy attending daycare at Goodstart Turner (the Centre).

I am writing to make a complaint against one of the educators in the Centre.

On Monday 11 October, the Centre Manager (CM) advised us that my son was subjected to inappropriate conduct by one of his educators. The CM advised that there have been at least two (2) instances where this has occurred. The details of what those incidents are as follows:

1. The first incident we were advised that the staff member forcibly grabbed my

son's arm and led him to the nappy change area. According to the CM, a staff member witnessing the incident acknowledged that **P01** was visibly upset by this;

2. With regards to the second incident, we were advised that my son appeared to be holding his hand while showing visible signs of pain and discomfort. When the same staff member who witnessed the first incident approached my son as to why he was holding this hand, we were advised that both my son and another child had looked timidly towards the staff member (same one who had grabbed my son by the arm in the first incident), who at the time was said to be walking away of facing the opposite direction and visibly ignoring the two children.

During our initial conversation with the CM, we were advised that the staff member would be stood down (or suspended) pending further investigation into the incidents. Regrettably, the following day (Tuesday 12 Oct), the CM advised us that the staff member involved would be allowed to remain working in the centre while investigations are taking place. This has caused us great concern as it means that my son remains in the same environment, and we have a genuine fear for his ongoing safety, and that of the other children.

Specifically, our concerns are based on the following:

1. We were advised by the CM that the Centre is unable to confirm if the incidents have been ongoing, or if they were isolated. She also advised that the Centre was unable to confirm if other children had been involved or if it was limited only to my son. This being the case, by allowing the staff member to remain on site, we are of the view that the Centre may be putting other children at risk of being subjected to similar inappropriate conduct. We are further concerned that our son may also again come into contact with the staff member involved.
2. The two incidents appear to be escalating in terms of seriousness. The first incident the staff member grabbed my son forcibly by the arm . A staff member witnessing the incident acknowledged that my son was visibly upset by this. With regards to the second incident, we were advised that my son appeared to be holding his hand while showing visible signs of pain and discomfort. This suggests to us that my son had experienced some form of physical trauma on his hand. Based on what we have been told by the CM, we consider that the two incidents appear to be escalating in terms of their seriousness. We are therefore concerned about the risk of keeping the staff member onsite and who may take further and more serious action against our son, or other children, especially as this investigation continues and more conversations are had.
3. A staff member who was witness to both incidents, and who is appropriately trained, qualified and with sufficient experience to make such an assessment, thought it serious enough to raise the incidents with the CM. This leads us to believe that the behaviour of the staff involved is well beyond what can be reasonably expected to take place within a childcare environment. Naturally, we are concerned that by keeping the staff member

onsite, the Centre unnecessarily places our son, and other children at risk of being subjected to further inappropriate behaviour.

Given the seriousness of this matter, we made a request to the CM that the staff involved be stood down immediately until after the investigations took place. Regrettably, this has not occurred and we continue to be very concerned for our son's safety.

We would appreciate any urgent assistance you may be able to provide in reaching out to the Centre to ensure that the staff member is suspended.

Thank you kindly in advance.

Kind regards,

P01 P01 (Father) & P01 P01 (Mother)

P03