



[View results](#)

Respondent

6

Anonymous

**37:03**

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email \*

P03

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

Edge Early Learning Higgins

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, I have had in person conversations with Educators and Centre Directors, and I have exchanged emails with Centre Directors - emails have been sent to the CECA email today on 27 February 2024.

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? \*

Since July 2019

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

Most recent incidents were on 15 February 2024, but as detailed in emails sent to CECA today, incidents occurring due to poor supervision have occurred since late 2022 (around October or November from memory),

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

On the day of the most recent incidents when I withdrew my child from care, I requested copies of incident reports and CCTV footage from Edge Early Learning to support my complaint. However these have still not been received and therefore I am lodging my complaint ahead of receiving the documentation.

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

P01 [REDACTED], P02 [REDACTED]

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

Educators P01 [REDACTED] and others from studio 5 and 6. Current Director P01 [REDACTED] and former Centre Directors P01 [REDACTED] and P01 [REDACTED]

## 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?*

**P01** has had many injuries during care at Edge, particularly within the past 12 months and increasingly in the past 6 months. Of particular concern, a number of these incidents have been head injuries or severe bites from other children that have gone unnoticed by Edge Educators.

Examples include:

1. 17 March 2023 - when I collected **P01** childcare today, at around 5.30pm, studio 4 was empty, but there were 2 educators sitting outside with a parent chatting. **P01** was inside the room alone with the doors closed while all of the other children and educators were outside. I reported this incident to the Centre Director **P01** the same day and she received the CCTV footage which showed that **P01** entered the room alone without educators noticing and was in there alone for more than 1 minute. He was uninjured but I was very concerned that he was not being supervised, particularly given serious incidents that had occurred with my older child **P01** in studios 8 and 9 at Edge in the preceding months, due to lack of supervision. Further details of these incidents are outlined in emails sent to CEDA today.

2. 26 June 2023 - **P01** came home from care at Edge with a significant bite mark on his arm, which was not noticed by educators and I reported it to the Director **P01** via email.

3. 6 February 2024 - **P01** came home from care at Edge with a large bump and bruise with a laceration on the middle of his forehead, which was not noticed by educators and I reported it to the Director **P01** **P01** via email. (Email and photos sent to CECA today). On the same day, when I was collecting **P01** from Edge, I witnessed a child being ignored by educators for several minutes, and then bite another child - detailed in email sent to CECA.

4. 15 February 2024 - I received 3 phone calls from Edge Educators in the space of several hours advising of 3 separate injuries to **P01** during care at Edge. Injury 1: **P01** fell during play at sustained a bad black eye, which remained bruised for more than 1 week. Injury 2: **P01** lost balance and sustained bumps and bruises on his forehead and lower on his head next to one eye. Injury 3: **P01** was bitten hard by another child on his back near his shoulder, resulting in a swollen and bruised bite mark.

The incident reports regarding the head injuries lacked detail and the explanations received from Educators regarding the incidents were unclear. When I collected **P01** from Edge at the end of the day, I asked how he received such bad head injuries. **P01** and another educator (it may have been **P01** but I can't clearly recall who it was) advised that **P01** lost balance on a toy. I asked to see the toy as this is unlike **P01** who is usually very agile and has good balance. **P01** advised me that the toy was a balance toy that was not age appropriate for toddlers and has been removed to the Preschool yard. **P01** stated that educators were taking the toy out of

the studio 6 shed and **P01** accessed it while they weren't watching him and lost balance. I believe this was the injury that caused his black eye.

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](mailto:complaintsCECA@act.gov.au).

Yes, emails detailing the incidents and photos of some of **P01** injuries have been emailed to CECA today.