

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 th November 2023
Time completing form:	1:50pm
Your full name:	P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED] P03 [REDACTED] P03 [REDACTED] (work)
Service to which the complaint relates?	Bruce Guardian
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	No it has not been raised with the service as I felt that some of this complaint related to the director of the service, and I felt it was not appropriate to raise this with her directly.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Visiting teacher from CIT (I went to visit one of our vocational students doing placement at the service)
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	21 st November 2023 from 9am – 11am
If delay in reporting, reasons for delay?	I wanted some time to decide if it was warrant of a complaint. After speaking to a member from CECA yesterday I chose to complete a report.

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>No specific children in general, this complaint relates to the group of children.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>Toddler room (approx 18 months)</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>Director Todder room leader – P01</p>
<p>Details of the incident/issue:</p> <p><i>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?</i></p>	<p>I went to visit a student who was completing their placement at Bruce Guardian in the toddler room. When I got to the service, I noticed that the educators were speaking loudly and abruptly with each other, specifically the room leader (P01) I could sense that there was a lot of stress emulating from the educators within the room. The room leader P01 was speaking loudly and inappropriately to the staff members within the room, amongst the children. I can't recall the exact conversations she was having but many of them were about staff coming back late from their break, not helping around the room etc. I could see that the other educators were looking bewildered and unsure of what to do when being spoken to like this.</p> <p>There were quite a few upset children in the room to which the educators were not paying much attention to for a significant period of time (e.g. saying "you're okay" and moving onto the next task – not directly comforting the child). One of the children was particularly upset, so an educator picked up the child. The next moment the director came into the room and said to the educator in a loud tone, "The child has legs for a reason! Put her down." The educator did this while the child continued to cry.</p> <p>While talking to my placement student, she advised that she had been told not to pick the child up too often as the child may create a bond with her, which the educators were worried about due to her placement finishing within the next few days.</p> <p>While I was there I felt very uncomfortable and I felt that the children were not receiving the quality of care that they should. After thinking about my visit for a week and speaking to my team at CIT (I work in the Children's Education and Care Department), I chose to write a report as I think the children in that room/service are not experiencing the high quality of education we expect in our services and I have recommended that we should not be using this service for our students. I was also quite concerned for the educators in that room, including the room leader, as they all seemed incredibly</p>

	<p>stressed and this was showing through the way they were speaking to each other and the children. Understandably services have stressful days which I know from working in the sector, but this seemed like more engrained practices than just a one off. I was equally concerned about the director and the fact that she spoke to her staff and the children like this whilst I was in the room.</p> <p>I have not taken any action on this as I felt that I was not in the right place to make a complaint directly to the director as she was one of my concerns. I was also concerned about my student who requested not to return to the service and was visibly upset during my visit due to the way the room was running. I have discussed this issue with my team at CIT who advised to speak to CECA (which I did yesterday 27th November 2023) who advised me to write a report if I was concerned.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I did not send any emails, other than a request to my Head of Department not to send students to this service in the future.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes, however I would rather stay anonymous to not jeopardise the connection my workplace has to the Guardian group.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>No.</p>