

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:	14/10/21
Time completing form:	9.30pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P01
Service to which the complaint relates?	St Clare of Assisi Out of School Hours Care
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes. Once I read the email regarding the fact that my child needed to be restrained I emailed the service requesting a meeting. We met the following Friday and I have been communicating with them since. The service is actioning items from the meeting.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	I have been a parent at the service since January 2018. Prior to being a parent at the service, I was the P05 (I left when my child started Kindergarten at the school as I didn't want the conflict of interest).
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Friday 1/10/21, 11.00am
	I didn't report it straight away as I didn't have all the

If delay in reporting, reasons for delay?	information. I only had the incident report and I wanted to discuss what happened and understand the context. In the meeting when I asked why my child was restrained the response I was given was that there was a risk to his and the other children's safety. In subsequent emails when I was asking for information such as policies and previous incident reports, I asked to be sent the CECA report and response and I was told that while the event was undesirable, they didn't believe it met appropriate criteria to be submitted. I then rang the complaints hotline to find out if this was something that needed to be reported and was told to submit the complaint. I was also hesitant to put in another complaint as my P05 P05
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 P01 P01 P01 and P01 P01 were the educators who attended the meeting. My husband P01 P01 and I also attended the meeting.
Details of the incident/issue: <i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i>	During an incident involving another child, P01 was restrained by an educator to stop him hurting the other child. This happened previously the week prior to this, though it was described as the educator putting their hands under P01's arms and around his chest to stop him and in the incident on the 1/10/21 it was stated that he was restrained. I am not sure if this has happened more than those times. After asking for a meeting with the service after the second incident, there have been requested actions put into place (and still being put into place). I have requested a behaviour support plan be put in place and this has been developed and is in the consultation period. I have also requested that it and P01's needs are communicated to all educators as previous information that was shared verbally was not given to all educators - some of the senior educators in the meeting that was held were not aware of P01's background. Training for

	educators was also discussed in the meeting. Since the incident the service has also contacted the school counsellor, who my child sees (permission was given when he first started talking to the counsellor) to discuss strategies and is working with the school. My concern is more around the follow up actions rather than the initial incident. I don't believe my child should have been restrained and that there should have been other actions taken. However I think it is more an awareness and training concern and that there weren't sufficient strategies and knowledge given to educators about my child and how to support him and the behaviours, even though we had verbally communicated these with management multiple times and continued to keep them informed of what was happening with him and support people he was seeing. Now that it has been addressed and service strategies implemented, it should not happen again. My concern was that if my child posed a risk to the safety of the children then we should have been informed as soon as practical, it should have been reported, and plans should have been put in place to support my child and the educators working with him and we shouldn't have had to start that process. However, now that the process has been started, the service has been keeping communication lines open, sharing requested information with us (I was sent the incorrect Behaviour Guidance policy but was sent the most current one once I read it and asked if it was the correct policy), and working with us to support P01's needs. P01 is returning for the first time since the incident, next week.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	There are emails back and forth since the meeting, and prior to the meeting regarding P01 and incidents. I also requested a copy of all of P01's incident reports and ABC reports (which we requested the service write so that we could show the psychologist and work through triggers and strategies). I am prepared to provide copies of all of these. The strategies from the psychologist and counsellor were

	shared verbally with the Director.
If necessary would you be prepared to make a statement?	Yes.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	