

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:	17/07/2022`
Time completing form:	9:1 am
Your full name:	P01-P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Woden Early Childhood Centre (WECC) Its address is 98 Easty St, Phillip ACT 2606
Has the complaint been raised directly with the service? If yes what was the response? If <i>not</i> why?	Yes, this complaint has been directly raised with the director of WECC. Please see a letter from the director of WECC, P01, as her response.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	From Feb/2021-July/2022
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	The under ratio issue in this particular room, the Introduction to Preschool room (Intro room) in WECC is an ongoing issue. The date and time of the under ratio issue include and are not limited to the dates and times that have been recorded in the table attached.
	I was employed and afraid of the director.

If delay in reporting, reasons for delay?	
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	Every child in the Intro room.
Age of Children (DOB if possible and relevant?)	The age group is from 2.5yrs-3.5yrs. As this complaint is involved the whole group of the children in the Intro room, the DOB shouldn't be relevant.
Name of educator(s), staff member(s) or other persons involved?	P01-P01, P01 (P01), P01, P01, P01 (P01), P01
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>	What: the minimum legal requirement of the children to educators ratio is not met in the Intro room at some period of time when the room is running to educate and care for the children. Where: the Intro room of WECC This issue is an ongoing issue for a long time. This issue exists prior to my employment commencement. I believe this issue happened to most of the educators who have worked in the Intro room. I have discussed this issue with the director of WECC, P01, P01, several times. Action taken: The director of WECC, P01, P01, has written a letter and sent it to me and cc. to the President of WECC via email, in which she addressed that the ratio for the Intro room has been the same for a long time, and mentioned that the ratio has been worked well for the Intro room. Action taken: The director of WECC, P01, P01, has conducted meetings with the assistant director and the team members of the Intro room (P01, P01 (P01), P01, P01 (P01), P01 and P01) for 1-1 meeting and group meeting. The director and the assistant director also conducted 1-1 meeting with the other educators who have occasionally worked in the Intro room to cover the programming time and to replace educators when they were not attending to work. In the group meeting with the educators rosters for the Intro room, the director mentioned that the children to educators ratio in the Intro room is 1 to 8 (1 educator to 8 children), and she said "It is what it is." She



	encouraged us to move on from this issue (Ratio issue) and move forward to how the room could be better by using alternative strategies.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Yes, I have taken notes of the dates and times when an under ratio issue occurred in the Intro room. Please see the attachments.
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)?	I have attached a letter from the director of WECC, P01 P01, in which she mentioned the ratio of children to educators in the Intro room.