

From: P01 P01
To: EDU Complaints CECA
Subject: Complaint
Date: Monday, 21 February 2022 12:04:37 PM

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Hi,

I would like to file a complaint against P01 P01, Communities@Work Family Day Care Scheme.

My privacy has been seriously breached. My son started a new family day care on the 18th January 2022. On the 3rd of February when I dropped my son off at his family day care, I was told by his educator that he was being very rough with her dog so she had been keeping it inside 'a bit more' but it was the dog's home and she didn't want to have to lock it inside. The educator said the dog had been mouthing my son as warning. After taking some time to reflect and talking to friends, I thought it didn't seem right that the dog freely roamed the play space with the children and it is absolutely not okay for a dog to mouth a child. I found the written policy that states children should have separate spaces and only come together for short, planned activities. I called Communities@Work to enquire about the pet policy and was told I would be called back by the manager. I was phoned back by P01 P01 who I assume is the manager. I know that P01 does home checks. I shared my concerns about the dog roaming freely, jumping up at my son at drop off, and the dog running around the yard with my son, far enough away from the educator to not be able to prevent my son from hurting the dog or the dog hurting him. Both myself and my son's father witnessed them playing together away from the educator at drop off/pick up. I also witnessed it mouthing toys on more than one occasion.

P01 told me that pets and children should definitely have separate spaces and only come together for short planned activities. I asked what 'planned' meant and her example was a planned activity of showing the children how to gently pat or brush the dog. I told her that definitely wasn't the case and the dog was in the space frequently. I also asked about risk assessments for pets because the educator told me she didn't need one. P01 told me there was one in place with them on file. She asked if I wanted her to speak to the educator which I agreed to but I specifically asked P01 to only say that I was seeking advice when speaking to my son's family day care educator, which she agreed to.

However, when I arrived to pickup my son, the educator told me she wanted to cancel care as I'd undermined her and broken her trust by making a complaint to P01. She reiterated the confidential concerns I expressed to P01 including that I asked about the risk assessment. I told her I'd called to ask for advice and when I mentioned the dog being in the play space, P01 told me they should be in their own separate areas and only have planned supervised activities. I know this is not truthful, however, I was only enquiring about the pet policy as I didn't want to cause a problem by questioning the educator if she was following the policy correctly. P01 had agreed to support me in saying that I only called to advice. What I was expecting was for P01 to tell the educator that I'd called for advice, and upon further discussion she'd learnt the dog wasn't in its own space, then tell the educator it needs to be. The educator told me that P01 did not tell her that, but rather that the dog could be in the play space if supervised. Due to a possible misunderstanding, the educator phoned P01 with me there. She then confirmed that P01 said I'd called to complain and that the policy is what she thought - the dog could

be in the space if supervised. I completely disagree as a dog cannot be constantly supervised with multiple children around and this is why they have a policy in place that separates children and pets. Due to this phonecall, the educator cancelled care for my child.

This is a serious breach of my privacy and highly unprofessional. I lost care for my son and this had impeded my ability to work. As an early childhood/ primary trained teacher who is passionate about providing a safe and nurturing environment for children, it's really important to me to find an educator that has similar values to my family. This being the case, I found it difficult to find a new family daycare and had to make the decision to place my son in a childcare centre. Furthermore, P01 placed my son in potential danger if the educator had decided to continue care and potentially take her frustrations out on him. While this may seem unlikely, it does happen. I've worked in the childcare sector myself and have seen some horrors in the way educators interact with children.

Since this happened, I have not received any support from Communities @ Work - nothing to check if I'm okay or if I need help to find another daycare provider and it's been almost three weeks.

What will be done about this breach of confidentiality? Will the problem with the dog be rectified? P01 has advised the educator on something that contradicts their written policy and what she verbally communicated to me. I worry about the other children in care. It is not safe to have a dog in the space when an educator is not right by its side. It's a large space with other children and she would not be able to prevent a child being bitten if she were not right by the dog's side.

I have not contacted Communities@Work to raise the issue with them directly as I'm not sure if there is anyone higher up than P01.

I look forward to hearing from you.

Kind regards,

P01 P01