

From: [Masterman, Tanya](#)
To: P01
Subject: Re - Complaint against Goodstart Braddon
Date: Wednesday, 22 July 2020 3:59:00 PM

UNCLASSIFIED

Dear P01

Thank you for your email and the further information.

Whilst I understand and appreciate that you are satisfied with Goodstart's response and do not wish to pursue your complaint, the Authority has an obligation to ensure that the health, safety and wellbeing of children are protected in accordance with the *Education and Care Services National Law*.

That obligation exists independently of any complaint, as the Authority does not conduct investigations or enquiries on behalf of individual people. It is a matter of receiving information (sometimes from a complaint) which indicates a potential contravention of the relevant Law, and taking appropriate action if required.

Accordingly, it is the Authority's intention to make enquiries into the support and strategies being implemented regarding P01.

My reason for emailing was as a courtesy to let you know the Authority's intentions, before going ahead with those enquiries.

As mentioned, if you would like to talk on the phone before I make those enquiries, please let me know an appropriate time to call.

Regards

Tanya Masterman | Senior Investigator

Phone P03
Early Childhood Policy and Regulation | Education | ACT Government
Level 3, Hedley Beare Centre for Teaching and Learning, 51 Fremantle Drive, Stirling 2611
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From: P01 <P03>
Sent: Wednesday, 22 July 2020 11:02 AM
To: Masterman, Tanya <P03>
Subject: Re: Complaint against Goodstart Braddon

Thanks Tanya, after further discussions with the centre manager from Goodstart Braddon, she

advised me they have requested government support for [P01], however this request was rejected. Apparently they have done everything within their policy and have requested extra assistance from the government, but the request was denied as the child does not have a medical diagnosis. Without knowing the details, I assume [P01]'s parents have not sought medical assistance for their child. Given this new information, it is not my position to continue with this complaint. It is the responsibility of the government to provide the appropriate support to [P01], for his own well-being and for that of the other children.

Regards

[P01]

Sent from my iPhone

On 22 Jul 2020, at 10:23 am, Masterman, Tanya [P03] wrote:

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Dear [P01]

Thank you for your email. I tried to call you, but you may be busy.

The Authority has noted what you have said in your email but, in light of the matters raised, has determined that enquiries should be made to ensure that appropriate supports and strategies are in place to ensure the health, safety and wellbeing of all children at the Service.

I wanted to touch base with you before making those enquiries, so would be grateful if you could reply to my email or let me know an appropriate time to call. I am working remotely some of the time, and am in and out of meetings so can be difficult to contact by phone.

Regards

Tanya Masterman | Senior Investigator

Phone [P03]

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From: P01 <P03 >
Sent: Monday, 20 July 2020 8:36 PM
To: Masterman, Tanya <P03 >
Subject: Re: Complaint against Goodstart Braddon

Thanks Tanya for your email. I have spoken further with Goodstart Braddon and they have advised they are getting an extra staff member to assist with P01, which I think will help the situation. As such, I don't think I will need to progress this complaint further at the moment.

Regards

P01

Sent from my iPhone

On 17 Jul 2020, at 8:20 am, Masterman, Tanya <P03 > wrote:

UNCLASSIFIED

Good morning P01

I am an Authorised Officer for the ACT Regulatory Authority under the *Education and Care Services Law* and it is part of my role to undertake initial assessment of complaints.

Please find attached a copy of our Direct Complaint form. Could you please fill that in with as much detail as possible, including dates if possible, details of who you have spoken with/contacted within Goodstart, copies of any emails sent or received etc with the service or Goodstart HQ.

Once that is complete, could you please email those documents to me and also to the address on the complaint form?

Please do not hesitate to contact me in the meantime if you have any queries. Email is best, as I am working remotely some of the time.

Yours sincerely

Tanya Masterman | Senior Investigator

Phone P03

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-----Original Message-----

From: P01 <P03 >
Sent: Wednesday, 15 July 2020 8:27 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Complaint against Goodstart Braddon

Hi,

I wish to formalise a complaint against Goodstart Braddon. I have raised my complaint with the centre since the end of 2019 to current date, to both the centre and Goodstart HQ.

I have safety concerns, both physical and psychological, about a child (P01 - pre-school 1 room) who attends the centre. I have advised Goodstart HQ and also the centre in writing and verbally. I have advised the centre manager I would progress my complaint to the government as the issue has been ongoing for at least 7 months.

I have witnessed P01 attack numerous children with objects/weapons and with his hands/feet, including today. P01 has caused physical and psychological harm to my child on countless occasions, which I am now getting witnessed/documentated by a GP doctor. P01 attacks the children in the pre-school 1 room on a constant basis, which the room staff would attest to. I have heard similar concerns from other parents about P01 attacking their children. The children are scared about attending the centre as they are concerned about getting attacked by P01, which is unacceptable. The centre manager has advised there is a management plan in place for P01, however this has been ineffective.

I have asked the staff to remove potential weapons from P01, however I have recently seen him attacking other children with wooden blocks. I have spoken to Goodstart HQ also about removing potential weapons, including scissors, however this has not occurred. Goodstart HQ were dismissive of the physical and psychological harm

posed to all the children, as their policy did not factor this in. Goodstart advised me to move my child to another centre to avoid the harm caused by P01. It is not acceptable that all the children suffer due to one child.

The staff in the room have been very good, however they are stretched to their capacity and are limited by Goodstart's policy. There are two staff to 22 children and if the staff member is offline looking after P01's behavioural issues, this leaves one staff to 21 children. This means that all the children are not getting the care and education they require.

I look forward to your response and action regarding this matter.

Regards,

P01

P03

Sent from my iPhone

<Direct Complaint Form - Online Submission.doc>