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Respondent

11 Anonymous

54:24

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Wonderschool Condor

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

No. However they have advised me to raise a complaint with them and yourself.

6. What is your relationship to the Service? *

 Parent or Guardian Staff Member Other

7. How long have you had an association with the Service for? *

approx 2 years or a little less

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

26/07/2024 - Time is subjective and the times provided are differnt in both the report, the phone conversation and the truth. If we were to give a time based on what they hav stated, I would assume it was around 13.45-14.00

9. If there has been a delay in reporting, please state the reasons for the delay.

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10. What are the names and date of birth of the children involved in the incident?

Victim P01 P02 (Daughter)
Alleged Offender - Not sure, according to my daughter a child by the name of P01 or words to that effect.

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01 P01 P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

Victim: P01
Offender/POI: P01
Alleged witness: P01 (Educator)

On Friday the 27/12/2024 some time between 13.45 and 14.00hrs, A disagreement of some kind occured between the victim (Here on known as P01 P01) and the POI (Believed to be known as P01 This was provided to me by P01. A serach of the OWNA app displayed one result with a child who had a name that appeared to match what was provided, however this is the be confirmed), According to the phone conversation following the incident, it was described as a disagreement and the offender P01 had swiped my daughters face with an object which had caused 100% penetration to the tongue, resulting in a hole approximately 15mm wide laceration to the center of the tongue and a 100% penetration of the tongue. This event allegedly occurred outside the building in the play area.

According to the first report provided, that was the events that took place, however the information contained within was vague and non informative of the circumstances leading up to the event. I am led to believe P01 was P01's carer for the day. .

On Monday the 29/07/2024 at approx 10am I attended the school to discuss the matter as the report was vague at best. In the room for this conversation involved 4 persons including myself, P01 (Acting Manager on that day I believe), P01 a third female (Name has slipped my mind possibly P01?). I asked some questions around the incident in an attempt to ascertain the sequence of events that had occured and leading up to the injury. During this conversation, it was noted that P01 was very nervous, her body language and facial expressions was that of someone who may have been scared of something or had something to hide.

During this conversation P01 had assured me it was a result of injury caused by the POI and she then went to go see what the situation was. However, further in conversation, the (alleged witness) stated that P01 came running towards her post incident. This is opposite to her claims earlier which would suggest she didn't witness the event. I did not respond to that statement.

The meeting lasted approx 15 minutes ending with that they will provide a more detailed report outlining the events.

On Tuesday 30/07/2024 at approx 10.35am, a phone call was received by myself from the center manager, P01 P01 stated that based on her review of CCTV and in discussions she has had with others (Names not provided, nor asked for at this point) that the information provided to me in the report and both in person was false and not a representation of the events that unfolded and that she now had serious concerns for the individuals involved. She was in discussions with a compliance manager, in which she stated was going to call me this morning to discuss. I am still pending this phone call at the time of writing.

This incident has only been discussed with the GP immediatly following the incident and The Canberra Hospital as the GP sent the victim straight there due to the extent of the injury.

The only action taken so far is an attempt to ascertain accurate information and medical assistance. This could change and the requirement to engage 3rd or 4th parties is a probability.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes I have photos of the injuries of that day as well as copies of the first and second report (in screenshots as the option to download is not available), which are considered both false by **PO1**